ECOSOCIAL APPROACHES
IN SOLVING SOCIAL PROBLEMS
ON THE EXAMPLE OF THE FIRST WAVE
OF THE SARS-CoV-2 PANDEMIC

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Content

INTRODUCTION

In December 2019 and later in March 2020, force majeure entered the lives of citizens in the Slovak Republic as well as in other countries around the world in the form of an extraordinary, unpredictable, and unavoidable social event, which subsequently led to state interventions, that even they could not control. It was the spread of the new coronavirus SARS-CoV-2 and affected states took measures against its spread. In the first two decades of the twenty-first century, people witnessed several significant events that had a global impact. For example, the terrorist attacks of September 11, 2001 in the United States and the succeeding war against terrorism, the great economic recession of 2008–2009 or the refugee crisis in 2015 can be mentioned. The specificity of the current situation lies in "recommendations for public health and government action during the new coronavirus pandemic which have imposed numerous restrictions on daily life, including social distancing, isolation and house arrest" (Ammar, et.al., 2020). The solving of social problems was directly affected by the complexity of these processes. This complexity can be seen in the fact that people all around the world are probably dealing with the same or more precisely similar problems and their possible solutions. This monograph focuses mainly on their eco-social context.

The environmental social work represents a theoretical basis for a critical analysis of eco-social discourse fragments in solving social problems in the 1st phase of the SARS-CoV-2 pandemic in the Slovak Republic. Deep ecology represents the basis for a critical discursive analysis of the eco-social approach application in social work. The importance of environmental social work and deep ecology in solving social problems in today's society is stressed in connection with the changes that society has experienced during, and after the pandemic of the new coronavirus and which directly affect the prevalence of social problems. The causality of implemented social changes is not hedonistic, nor consensual, but it is significantly determined by the social necessity that was caused by this pandemic.

The base of this monography is theoretical research which does not work with any specific data. It deals with argumentation strategies that were recorded in the media public debate in the period March – April 2020 in the Slovak Republic and discusses their connection with the application of eco-social approaches to solving social problems around the example of the SARS-CoV-2 pandemic. The research assesses these strategies from a theoretical point of view and conclusions of a theoretical nature are formulated. The Critical Discursive Analysis (CDA) research method was used in this research. This qualitative research method addresses the social problems associated with power that are discursive in nature while this method also examines the power within discourses as well as power over discourses.

The analysis and interpretation of the texts had two phases. First, an analysis of the wording of the texts was performed, which in the phase of their production consisted of the specific content in the mentioned topics, identification and subtopics which significantly affected the public debate on the spread of a new coronavirus in Slovakia in its first wave. Subsequently, the usage of argumentative discursive strategies was identified, and the findings were interpreted. The so-called contextualisation clues that have enabled an interpretation of discourse fragments were used in such a way as to relate them to the interpretive frameworks of the research questions. The research sample consisted mainly of texts about the new coronavirus in the largest Slovak internet news media located in separate sections.

The main research question is "How can the utilization of environmental social work bring together the axiological and praxeological changes of modern industrial societies in solving social problems after the pandemic of the new coronavirus? ". The research results were presented in two phases of communication behaviour analysis, namely in the production phase, which was based on analysis recorded in the Slovak Republic during the first wave of the pandemic and in the reception phase that used the connection between discourse fragments concerning the public debate formation to the solution of social problems recorded in the public debate in the Slovak Republic in the first phase of the SARS-CoV-2 pandemic and the eco-social context of

individual research questions to signal the eco-social contextual assumptions of the identified arguments.

Given the initial nature of the critical analysis of eco-social discursive fragments in the first phase of the corona crisis, the aim of the discussion of the presented results is not to compare them with the results of other research, but to transfer them to the context of this issue, i.e. application of eco-social approaches to solving social problems. At the end of the monograph we attempt to suggest social changes that consider the experience during the coronavirus crisis in terms of the application of eco-social approaches to solving social problems.

1 THEORETICAL BACKGROUND AND METHODOLOGY

In December 2019 and later in March 2020, force majeure entered the lives of citizens in the Slovak Republic as well as in other countries around the world in the form of an extraordinary, unpredictable and unavoidable social event, which subsequently led to state interventions, that even they could not control. It was the spread of the new coronavirus SARS-CoV-2 and affected states took measures against its spread. According to analysts (cf. Krastev, 2020, p.56), restrictive laws will be long-term political consequences from the measures taken. These laws will apply long after the coronavirus is defeated. Due to their complexity, these processes will have a long-term and direct effect on solving social problems. In this monograph, we will focus mainly on their eco-social context. The theoretical basis of the critical analysis of ecosocial discourse fragments in solving social problems in the first wave of the SARS-CoV-2 pandemic in the Slovak Republic for us is understanding of social problems in modern society, the characteristics of this pandemic, the importance of ecologically oriented social work (ESW) and deep ecology in solving social problems and public perception of social work.

The Social Problem can be defined as a state of society or social situation that grows from discussions between the existence of an individual in society and the social conditions of human existence. However, not every fulfillment of individual needs cannot be considered. We consider social problems when individuals or groups of people are not their own wine to satisfy their socially recognized needs and interest (Wildmannová, 2005).

In modern society, we can define the following set of social problems: poverty, unemployment, social inequality causing social conflicts, disruption of family relationships, alienation of bureaucratic administration, crime and drugs, discrimination against national and demographic (elderly people, children) minorities, discrimination against women and gender inequality, manipulation of people through the mass media. The mass media name social problems for their mass audience. They can increase sensitivity and focus people's attention on a certain range of problems. At the same time, however,

they evoke a misconception of their scope or concern among the mass audience. The following phases can be distinguished in this process (In: Winkler, 2002):

1. Description of the social event or situation

2. Interpretation of mass media events

3. The media illustrates the story as a widespread social problem

4. Stereotypes of perception of similar events are established in the public

5. There is panic and feelings of anxiety

6. There is a growing public demand for policy measures to address the problem.

In analysis of forming social problems in public life, some researchers have noted that the time of interest and the attention that the public gives to certain projects over times. The formation of public interest in social problems goes through the following phases:

1. Certain social fact is not understood by society as a social problem

2. There is alarm and greater public involvement in the social problem

3. Progress in solving the problem is beginning to be perceived

4. The public gradually loses interest in the problem

5. The public's attention shifts to another problem.

COVID-19 is a pathogenic viral infection caused by the coronavirus of severe acute respiratory syndrome SARS-CoV-2, which was identified in the city of Wuhan, China, in late 2019 (Park 2020). Observations in the first months of 2020 confirmed human susceptibility to the spread of this virus all over the world. The infection occurs because of close contact with an infected person who, by coughing, sneezing or simply breathing, excretes aerosols containing the virus that may infect others around the infected person (Shereen et al., 2020). It is also possible that the virus spreads through ways not yet recognised (Bablani et al., 2020). On the 11th of January 2020, the World Health Organization (WHO) called the infection Coronavirus Disease 2019 (COVID-19) – (Park 2020). It has been established that SARS-CoV-2 is spreading around

the world at an exponential rate, much faster than other dangerous viruses. Data as of the 25th of April indicated almost 3 mln confirmed cases of infection in almost all countries, and complications related to the disease led to the deaths of almost 200,000 people globally.

The dynamic spread of the virus and the increase in COVID-19 morbidity and deaths has led governments in many countries to introduce restrictions to reduce new infections from the first months of 2020. The first of such measure already introduced in Wuhan was the isolation of people with symptoms of respiratory failure (Huang et al., 2020), followed by the introduction of a city blockade by suspending all means of transport, including bus, rail and air transport (Wu et al., 2020). Then, meetings in public places were restricted, schools, some workplaces and offices were closed, people were ordered to wear face masks, and people who might have contact with an infected person were ordered to be quarantined (Tabish 2020). In many countries where SARS-CoV-2 infections have been identified, blockades, curfews, and compulsory social isolation have been introduced, schools have been closed and substituted with e-learning via the internet, and many jobs have been closed until further notice (Motyka – Al-Imam – Aljarshawi, 2020). In some countries, e.g. Poland, a ban on leaving home for minors without adult supervision was introduced, parks and forests were banned, cultural institutions (cinemas, theatres and others) were closed. Significant sports events were also cancelled, including football, Euro 2020, Olympic Games, and tennis tournaments (Motyka – Al-Imam – Aljarshawi, 2020). In many countries, authorities recommended the voluntary isolation of people over the age of seventy. The pandemic was defined as the most prominent global crisis of the century, not only in economic terms but also affecting the mental condition of entire societies. In addition to a state of a permanent health threat and fear of death, changes in behavioural patterns, and cessation of normal daily functioning that can lead to serious mental health consequences (Galea et al., 2020).

These ESW characteristics form the theoretical basis for this analysis (cf. Bay, 2015, Erickson, 2018, Gray, M. – Coates, J. – Hetherington, T., 2012, Närhi, 2004, Rinkel – Powers, 2019):

- ESW emphasizes those relationships between man and his environment which support the transition to sustainable practices in every area of life.
- ESW promotes fair access to public services, equal treatment and protection against injustice, especially for vulnerable and disadvantaged groups.
- ESW supports the social needs saturation of individuals, groups and communities without exceeding global and local ecological limits.
- ESW advocates widespread environmental awareness associated with coping with growing concerns about the survival of planet Earth and the negative role of human activity in this context. The worldwide spread of the new coronavirus evokes concerns with strong eco-social connotations in humans.
- ESW calls for significant changes in people's behaviour towards their environment, which need to be done at the global, national, and local levels.
- The ESW appeals to social workers to become involved in driving this fundamental social transformation.

Deep ecology is also one of the bases for a critical discursive analysis of the eco-social approach in social work application in solving social problems using the example of the first wave of a pandemic. This term was first used by the Norwegian philosopher Arne Naess in 1972 (Besthorn, 2011). It is a deeper, experimental approach to man's relationship to nature. The situation associated with the spread of the new coronavirus gives people the idea that this relationship is based on subjugation and control, but especially on the vision of economic benefits. The border closures and the consequent minimization of the free movement of people and goods was closely linked to the economic downturn in the first phase of the pandemic. The slowdown or even the cessation of economic production has resulted in a halt in economic growth and the associated social problems in people's lives, but on the other hand it has also brought an unexpectedly positive impact on the global environment. Precisely for these reasons, changes in the quality of life drew the attention of environmental social work. Given the seriousness of the emerging problems, it needs to be emphasized that the attention paid to this topic in social work

should not be shallow but deep, even profound, so in accordance with Levická et al. (2012, p.183) we intend to label it as a deep eco-social work.

The theme of social work in the field of theoretical reflection on the origin and solution of social problems arising from the relationship between man and nature refers to the work of the German theorist of social work and social pedagogy Hans Thiersch (2015), who refers to environmental social work as lifeworld orientation on social work and social care (Lebensweltorientierung Soziale Arbeit). Systemic threats to the environment, but not only that, currently represent a viral stage in terms of the genealogy of hostility (Byung-Chul Han, 2016, pp.12–13), when, as in the example of an ongoing pandemic, it can be stated that harmful tendencies are directly part of the system and interventions or preventive measures against them need to be reformulated from an eco-social point of view. The global unpreparedness for a solution, as well as the subsequent social functioning under changed conditions, emphasizes the importance of changes in the eco-social society setting. There is a need to reformulate existing solutions to this type of problem primarily in the "realization" of eco-social impacts from exclusively individualized and subjectivised to a more global, and institutional understanding of the consequences and possibilities for solutions. The first phase of SARS-CoV-2 in the world caused an exceptional global synchronization of humanity when it came to the indication of health problems caused by the spread of the virus in the world in the first phase.

The need for such reformulation is also related to the uncertainty of all citizens associated with the loss of social and financial stability (Standing, 2014, p. 146). This creates an atmosphere of fear and anxiety that allows to "blame" the situation exclusively on a particular individual, e.g. assessing the risk of getting infected. The existing "omnipresent" infection threat creates both specific and visible danger associated with fear of infection, as well as anxious thoughts about an uncertain future. To objectify this state in the form of accepting the influences of the environment and the system, the so-called mutual faultification should be considered, i.e. common, or more precisely

mutual causality of a social problem due to the behaviour of the individual as well as the influence on the social environment.

The importance of ESW in solving social problems today is emphasized in connection with the changes that this society undergoes during and after the pandemic of the new coronavirus, and these changes directly affect the prevalence of social problems. One such process taking place today is a change in rationalising the importance of digitalization, which, instead of the original meaning of obtaining information (i.e. help), is increasingly used for control[1]. "Originally a transparent society becomes a society of control" (Byung-Chul Han, 2016, p.199). This change could be seen during the SARS-COV-2 pandemic in social work, while working with several target groups, e.g. with seniors in social services facilities, or residents of marginalized Roma communities. During the first wave of the pandemic, the notion of control also appeared in the phrase "to have a situation under control". The reassuring moral basis for presenting that the "situation is under control" to the population is obvious, and the degree of its persuasiveness is related to the targeting and effectiveness of the anti-pandemic measures taken.

There are limits from an eco-social point of view, which constant production growth and the consequences associated with it cannot exceed. In the Slovak Republic conditions this applies to e.g. the production growth in the automotive industry located in the Slovak Republic, which on the one hand created thousands of new jobs, but on the other hand, due to the economic cycle, is already reaching its maximum. In the next decade, the automotive industry will have to re-evaluate the number of available jobs, mainly because of the continuing production robotisation. The geographical "filling" of the planet Earth is connected to the ecological connection between production growth and the increasing amount of material goods (cars, real estate, waste, etc.). However, this is not sustainable in the long term, and therefore appropriate global socio-economic measures need to be taken. According to Krastev (2020, p.96), it is the globalization pressure that may force Europeans to take more

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[1] https://svet.sme.sk/c/22373758/vedci-vyvijaju-europsku-aplikaciu-na-monitorovanie-pohybu-nakazenych.html

joint action and even delegate some emergency powers to Brussels. The chronological overview of the European Union measures concerning the disease COVID-19 in the months March – April 2020 is presented in Annex no. 4.

The application of eco-social approaches to the social problems' solution is necessary not only on a geographical or economic level, but also on an individual or more precisely subjective level. The subjectivisation of the "invisible threat" lurking (not only) in the outside world significantly affected even banal activities such as e.g. shopping or visiting relatives and friends during the corona crisis. Solving social problems in the "uncertain time" of the spread of a new coronavirus also requires a change in the individual approach to the search, but also to the application of solutions in everyday life, as well as in the professional performance in the social work environment. "The perception of life as a continuous chain of problems and their solutions causes not only the risk of burnout, but also the neglect of other, no less important aspects of reality, which do not primarily contain evaluative opinions of success or failure, victory or defeat, but in terms of metaphysically oriented eco-social approaches they also include the questions of the adequacy of human life "(Levická et al., 2012, p.52), i.e. whether this life is accepted on a theoretical and practical level and if it is productive, meaningful, and carried by man.

Part of the theoretical basis in our topic is the public's perception of social work. Social work in Slovak conditions is a relatively young discipline that has gone through a turbulent period of development in the last thirty years, and to this day it also goes through various stages of perception by the lay and professional public. The first comprehensive research of the perception of social work by the public in the Slovak Republic was carried out by Botek, Žáková and Bánovčinová (2017), who focused on how the public perceives the roles and roles of social workers and the place of social work in their lives. in the public and how the public perceives the usefulness of social work in selected areas. The research showed several interesting findings. One of the most significant and relatively surprising findings is the positive public perception of social work. The results of the research further showed that the respondents consider higher education in this field to be an important

prerequisite for the professional performance of social work. The most common sources of information on social work for the Slovak public are the Internet, print media and news, as well as our own experience and information from acquaintances and experts. The usefulness of social workers is positively perceived especially in the areas of care for the elderly, domestic violence and CAN syndrome, solving unemployment, solving housing problems, or problems with education. A surprising finding was the low perception of the usefulness of social workers in solving mental problems, while abroad mental health care is perceived as a typical area of social work. Research activity showed a similarly low level of consent of the Slovak public, which indicates a lower level of perception of social work as a scientific discipline. This finding only emphasizes the need not only to intensify research, but especially to present the results in a way that will be accessible not only to professionals but also to the general public.

The base of this study is theoretical research which does not work with any specific data. It deals with argumentation strategies that were recorded in the media public debate in the period March – April 2020 in the Slovak Republic and discusses their connection with the application of eco-social approaches to solving social problems using the example of the SARS-CoV-2 pandemic. The research perceives these strategies from a theoretical point of view and conclusions of a theoretical nature are formulated. The Critical Discursive Analysis (CDA) research method was used in this research. This qualitative research method addresses the social problems associated with power that are discursive in nature while this method also examines the power within discourses as well as power over discourses.

The aim of the CDA in this context is to place the media-presented communication events associated with the first phase of the spread of the new coronavirus in the broader social context of the importance of ecologically oriented social work in solving social problems. The analysis and interpretation of the texts had two phases:

1. The text analysis in the production phase consisted of the specific content, articulated topics and subtopics identification which most

constructively formulated the public debate about the spread of the new coronavirus in Slovakia in its first phase, i.e. from March 6, 2020 (detection of the first case of SARS-CoV-2 infection in the territory of the Slovak Republic) to April 22, 2020 (until the beginning of gradual measures release to prevent the spread of a new coronavirus) and subsequent discursive strategies identification (compiled according to Wodak-Meyer, 2001).

2. The phase of reception (interpretation), where so-called contextualizing indications were used (cf. Gumperz, 2009), which enabled interpretation of discourse fragments in ways that relate them to the interpretive frameworks of the questions researched.

The research sample consisted mainly of texts in separate sections on the new coronavirus in the largest Slovak Internet news media, namely aktuality.sk (Coronavirus), sme.sk (Coronavirus in Slovakia), pravda.sk (#coronavirus), pluska.sk (coronavirus), dennikn.sk (Coronavirus), Hnonline.sk (Coronavirus COVID-19), cas.sk (Coronavirus), dnes24.sk (corona) and topky.sk (Coronavirus in Slovakia), which, according to the IABmonitor audit, reached a monthly traffic of more than 2 million users in the monitored period. This made them the most quantitatively significant among the news media in constructing argumentation strategies in the public debate in the Slovak Republic in the first phase of the SARS-CoV-2 pandemic. These texts were supplemented by other news media, which also contributed to this topic by media presentation. The research sample consisted of 44 texts with identified argumentation strategies with eco-social contextualizing indications, the references of which are presented continuously in the footnotes.

The main research question is "How can the utilization of environmental social work bring together the axiological and praxeological changes of modern industrial societies in solving social problems after the pandemic of the new coronavirus?". Partial research questions are focused on the trans-semantic context of the eco-social approaches application to solving social problems, the social needs associated with the application of environmental social work in this area, related eco-social topics related to solving social problems through

environmental social work, issues related to the application of eco-social approaches to solving social problems, new topics brought up by the application of eco-social approaches to solving social problems and the theoretical framework of life-oriented social work in solving client's social problems using the example of the pandemic of the new coronavirus.

The above theoretical background, as well as the analysis of research results, their interpretation and discussion of them take into account the state of knowledge after the end of the first wave of the SARS-CoV-2 pandemic.

2 ANALYSIS OF RESULTS AND THEIR INTERPRETATION

The research results are presented in two phases of communication behaviour analysis:

3. Production phase (formulation) analysis based on the argumentation strategies recorded in the Slovak media from 6 March to 22 April 2020 as stereotypical standardized schemes for argument construction (topoi) and specific discourse fragments.
4. Reception phase (interpretation) analysis, where the eco-social context preconditions for the presented arguments were signalled by connotative correlation between the public debate discourse fragments on solving the social problems covered in the Slovak media during the first wave of the SARS-CoV-2 pandemic and the eco-social context for the individual research questions.

The first partial research question (RQ1) aimed to ascertain the trans-semantic links created by the application of an eco-social approach to solving social problems during the first wave of the coronavirus pandemic. Selected argumentation strategies and discourse fragments are listed in T1.

Selected argumentation strategies and discourse fragments related to RQ1

Argumentation strategy	Discourse fragment	Source
Topos of numbers	*"The COVID-19 cases and the death rate as well as the number of affected countries are expected to rise more rapidly in the near future."*	https://www.topky.sk/cl/11/1868257/PRAVE-TERAZ-WHO-potvrdilo--ze-novy-koronavirus-je-oficialne-pandemia
Topos of history	"The two influenza pandemics in the second half of the 20th century had almost no impact on the global economy. Needless to say, the global economy has completely transformed since then."	https://e.dennikn.sk/1831101/ake-budu-ekonomicke-dosledky-pandemie-co-vieme-a-co-nie/
Topos of usefulness	"A face mask is not a magical piece of armour. It does not guarantee complete immunity to the spreading infection. It, however, offers protection not only to the wearer, but also to their closest connections. Everyone will be protected if used by everyone.	https://video.sme.sk/c/22372040/preco-nosit-rusko-a-ako-starat-o-rusko-video.html

The trans-semantic eco-social precondition to solving social problems is represented here as an eco-social approach blending various theories and approaches in social work that are in line with expectations to long-term sustainability. These emphasize that it is important to accept a holistic and systematic perspective on social problems and the mutual relationship between lifestyle and environment (Germain – Gitterman, 1980). The global spread of the new coronavirus disease COVID-19[2] proves this approach of solving social problems to be appropriate. Measures taken locally during the first wave of the pandemic had global impact. They forced those working abroad to answer questions related to their social identity around whether take the steps to return to their home country or not and reintegrate into their native social system. The COVID-19 pandemic poses a major threat to global systems of public health according to Alanagreh, Alzoughool and Atoum (2020). The increasing number of cases and deaths in the first wave of the pandemic warned society that even the worst-case scenario is likely to happen. Even though the knowledge of the SARS-CoV-2 infection cycle is shared globally, the treatment strategy for the

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[2] https://www.topky.sk/cl/11/1868257/PRAVE-TERAZ-WHO-potvrdilo--ze-novy-koronavirus-je-oficialne-pandemia

COVID-19 patients remains unclear. The first wave of the coronavirus pandemic can be labelled as an unforeseen event with a major impact on global society. The event belongs to the so-called "black swan" events and there are several criteria for their identification (Taleb, 2011):

- the event comes as a surprise to the observer and is not a common event,
- the event has a considerable impact,
- there is a rationalization phase.

Such perspectives on the nature of social problems have profound significance not only in terms of terminology but also in the actual social intervention process. There is an interconnection between the biological and social (material and human) aspects e.g. in a controlled global relation forming process, where the working precariat "is just an unattractive trash of global oppressive society (In: Suša – Hrubec et. al., 2017, p. 144). A statement of similar pragmatic metahumanism, sounding equally radical, claims that waste causes troubles only if it piles up. In natural/social contexts, this means that as the piled up waste is transported to incineration plants to be taken care of, the existence of pandemics similar to SARS-CoV-2[3] is considered a "recovery for the economy" by a part of the social elite. The economic impact of the pandemic is crucial for sustainability of economic self-sufficiency evaluation from the global economy perspective in both the pandemic and the post-pandemic periods. The first wave of the pandemic accentuated self-sufficiency in the field of medical and hygiene aids, food and agricultural products, drugstore products as well as everyday consumer goods and services.

Setting universally accepted rules in such a contradictory situation is extending to the formal aspect (law making process) and creation of the informal rules. Internalization of infra-penalty (Foucalt, 2000 p.289) seems to be the trans-semantic link to this process. "It incorporates informal standards into everyday life and means that the rules are not considered to be followed but simply lived, automatically respected and reproduced" e.g. the obligation

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[3] https://e.dennikn.sk/1831101/ake-budu-ekonomicke-dosledky-pandemie-co-vieme-a-co-nie/

to wear a face mask[4] in the beginning of the pandemic. As the time progresses, this topic starts to be seen from the perspective of human rights. Problems that recently received high media coverage referred to the degree to which wearing a face mask was considered satisfactory and how could the obligation be enforced, what are the exceptions to wearing a face mask and others. This terminologically anchored perception of informal standards is in compliance with an eco-social approach, mostly with such frequently used terms as ordinariness and lifeworld. Accepting the set rules as a way to empower the social client in solving the social problems implies the possibility to use the term "biopower" focusing on encouragement, strengthening, control, oversight and increase in organization and the ratio of forces subject to it (as in Kakuk, 2017). First and foremost, it is the "unlocking" of the client in order to use their human potential when solving their own social situation.

The changes in the field of fundamental values and practices in the modern industrial societies after the SARS-CoV-2 pandemic are related to numerous yet unsatisfied social needs. That is why the second research question (RQ2) focuses on which basic needs are connected to the ecologically oriented social work application in relation with the solution to social problems during the pandemic of the COVID-19. Selected argumentation strategies and discourse fragments are listed in T2.

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[4] https://video.sme.sk/c/22372040/preco-nosit-rusko-a-ako-starat-o-rusko-video.html

T2 Selected argumentation strategies and discourse fragments related to RQ2.

Argumentation strategy	Discourse fragment	Source
Topos of danger	"They are in the retirement homes. Many of them in one place, mostly elderly with chronic diseases, relying heavily on assistance of the personnel. If the virus spreads there, we are on the brink of disaster which no one wants to even think about."	https://spravy.pravda.sk/svet/clanok/547447-domovy-pre-seniorov-menia-na-pevnosti/
Topos of democracy	"I don't like it the same as you that it has gone so far, having several regions under lockdown. We must ignore the feelings even though the situation concerns us directly. Today we must protect human health and people's lives.	https://www1.pluska.sk/regiony/nenavistne-komentare-vy-mate-svedomi-zavretie-osad-peter-pollak-poviem-ako-je-to-naozaj
Topos of usefulness	*"Decrease in production of pollutants will manifest itself not only in higher air quality but subsequently also in other aspects of the environment – water, soil and the ecosystems. It can have similar effects on the infection and death rates, because polluted air supports occurrence of many lifestyle diseases."*	https://slovensko.hnonline.sk/2135358-mapy-ukazuju-ako-koronavirus-vycistil-ovzdusie-tyka-sa-to-aj-slovenska-pribudnu-dalsie-efekty
Topos of uselessness	"The media are full of analyses focusing on the economic impact that was caused by the pandemic, information about production being stopped, insufficient state efforts to maintain low levels of unemployment, the experts speaking about the vulnerability of our economy being too open, assembly production character etc."	https://www.cas.sk/clanok/972135/nepriaznivy-ekonomicky-vyvoj-pocas-korona-epidemie-prepustania-sa-boji-71-slovakov/

The first sphere where ecologically oriented social work as a means to solving social problems might be applied is a "mutual faultification" in social problems required in practice by the social workers, helping professionals and politicians themselves. International Federation of Social Workers general secretary Rory Truell in this regard said that "social work was one of the most important professions in the fight against the new coronavirus and has contributed to the hundreds of thousands of saved lives across the globe. At the same time, social workers face tremendous ethical challenges in contexts with lack of resources, poor policies from employers and governments as well as

vulnerable populations as a whole" (In: New Partnership to Research Social Work Ethical Dilemmas during COVID-19, 2020). Challenges in practice, namely the facilities providing social services[5] that were put under lockdown were reflected on in the public debates across Slovakia during the first phase of the coronavirus crisis. It is not possible to objectively recognize the causes and links to social problems and the limitations that the anticipated solutions have, without the previous experience, as painful as it has been. The first phase of the pandemic in the Slovak Republic and other countries in the world alike, has shown attitude changes towards potential SARS-CoV-2 disease spreaders in the eyes of its citizens. A good example of this can be seen in the fate of returnees or resettled persons coming back to their homeland. Social problems linked to repatriation (e.g. accommodation problems during compulsory quarantine), as well as frequent feelings of injustice towards returning fellow citizens on the one hand, and presented responsibility takeover on the other are likely to remain among the significant symbols of public debate from this period.

One-sided emphasis of the impact that the social structures have on creating social problems, forms an opportunity to reflect on the global social risks, all the more so, if these are synergically combined. "Combining ecological devastation, poverty, inequalities, ethnic and nationalistic conflicts, terrorism and financial crises" (In: Šuša – Hrubec et. al., 2017, p. 87) poses a global threat. The ongoing coronavirus pandemic has stressed and accelerated the existing social problems and differences and in addition to that caused new global threats to emerge. In order to eliminate these new threats in the context of eco-social approaches in social work, environmental intervention oriented on the community can be used. Its goal is to "mobilize and modify the social support available to the target population in their natural setting" (In: Levická et. al., 2012, p. 168). Public debate in Slovakia during the given period emphasized the community social work in Roma slums under quarantine[6]. The nature of global threats like the SARS-CoV-2 pandemic emphasizes the

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[5] https://spravy.pravda.sk/svet/clanok/547447-domovy-pre-seniorov-menia-na-pevnosti/
[6] https://www1.pluska.sk/regiony/nenavistne-komentare-vy-mate-svedomi-zavretie-osad-peter-pollak-poviem-ako-je-to-naozaj

techniques used in environmental intervention; among others mostly the so-called network intervention which the greatest potential lies in its ability to avert the threat in question completely.

The society in the medium-term is already on a self-destructive trajectory, which is due to causal links between increasing levels of environmental pollution on the one hand and social turmoil and inequalities on the other. Economic profits and externalization of ecological and social pressures as well as risks towards the majority from the top-tier businesses leads to emphasis on another eco-social need that is based on a rapid halt of self-destructive social trends. One such trend, all the more promoted in the recent decades, was the commercialized holiday travelling among a wider and wider social class in developed countries together with its ecological and economic contexts. Restrictions raised by the first wave of the pandemic brought a major change. As Krastev (Krastev, 2020 p. 48) states, the elite could travel as any other person during the normal times. During the COVID-19 pandemic they can stay at home. The questions raised by the public debate about the impact that the new coronavirus has on the environment in the context of economic slowdown[7] represents a crucial impulse as it stimulates several social changes, being proclaimed for a long time as needed by those supporting global environmental change (see Global Environmental Change: Understanding the Human Dimension, 1992). The first wave of the pandemic emphasized the change for instance as a need to reduce production (manufacture, construction, waste etc.), environmental sustainability of the digitalization and automation changes, or eco-social innovations in employment, education and mental healthcare policies. A very important question being left unanswered, even though the first wave of the pandemic has already passed, is which measures have a temporary effect until COVID-19 is beaten, and which measures will have a deeper long-term and global eco-social impact.

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[7] https://slovensko.hnonline.sk/2135358-mapy-ukazuju-ako-koronavirus-vycistil-ovzdusie-tyka-sa-to-aj-slovenska-pribudnu-dalsie-efekty

The first wave of the SARS-CoV-2 pandemic in the Slovak Republic has shed light on new links between environmental sustainability and employment policy[8]. There is a need to look for new solutions in maintaining the employment rates because the first wave of the pandemic only highlighted this crucial question. Based on an international case work study, Stamm, Matthies, Hirvilammi and Närhi (2020), claim that there are already cases of good eco-social innovations practice in merging employment with environmental sustainability that are not yet being implemented into current employment policies.

Solving social problems through social work focused on lifeworld, environmental intervention, radical eco-social work or other eco-social approaches requires a view from the above and reflection on other linked topics that not only contribute to these processes but often improve them or assist in their successful finalization. This topic is covered in the third research question (RQ3), analysing which related eco-social topics are linked to solving social problems during the coronavirus pandemic through ecologically oriented social work. The publicly debated topics present not only during the coronavirus pandemic were e.g. environmental awareness, community organization to self-exploitation as a result of pressure from the social structures. Selected argumentation strategies and discourse fragments are listed in T3.

T3 Selected argumentation strategies and discourse fragments related to RQ3.

Argumentation strategy	Discourse fragment	Source
Topos of disadvantage	Despite favourable reports about clean air in capital cities across the world climactic scientists warn that air quality improvement will only be temporary and the levels of pollution can quickly rise again when the pandemic passes, because the leaders will strive to make up for the lost time and will quickly stimulate the economy again.	https://noizz.aktuality.sk/enviro/ako-ovplyvnuje-pandemia-zivotne-prostredie/my82d11
Topos of financing	"Employers whose production plants were forced to close find it favourable to have 80 % of employee's income reimbursed because it costs them nothing. The goal is to maintain their employees in employment."	https://www.dnes24.sk/konecne-uz-je-to-tu-od-stredy-sa-otvoria-prve-prevadzky-359661
Logical illusion	"Children's parents from the marginalized Roma communities receive too much information and assignments which they do	https://ahojmama.pravda.sk/clanky/romski-

	not understand, resulting in them being frustrated and uninterested. Poor communities are lacking social contacts, interactions and models which could impact the students' motivation and effort."	ziaci-sa-nedokazu-zapojit-do-vyucovan/12681-clanok.html

Building the awareness about the importance or rather mankind's existential dependence on a stable environment begins to be promoted as a society-wide discourse topic. The environmental awareness index data in 2018 among European countries are listed in the image below:

Source: https://epi.envirocenter.yale.edu/results-overview
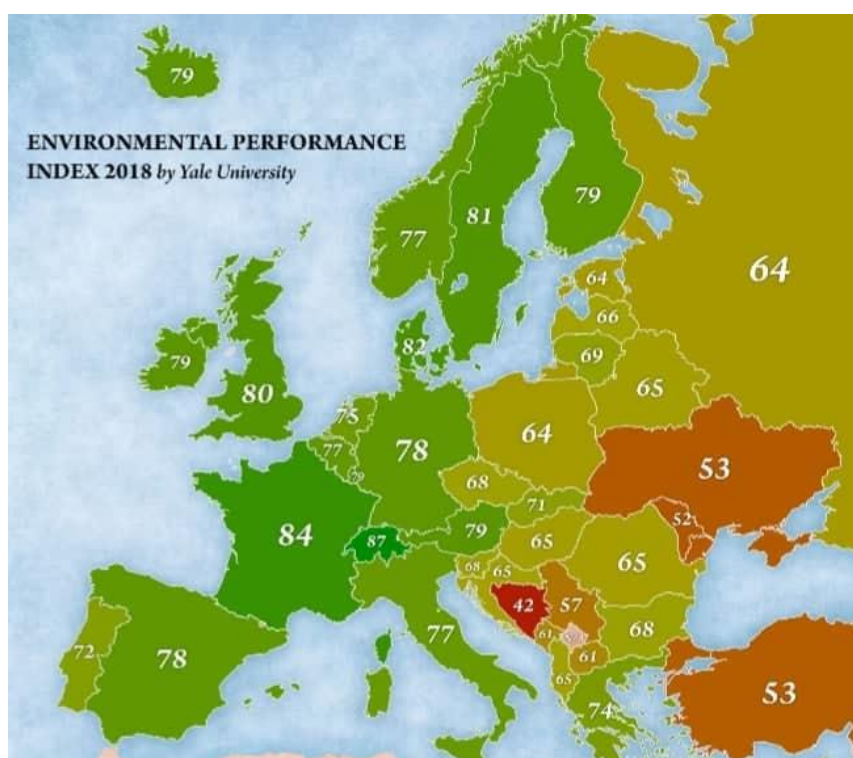
This awareness integration into the theory and practice of solving social problems is not only important from the ecological perspective, but from a moral one as well. That is indeed why environmental social work can function as integrational (see e.g. Gray, M – Coates, J. – Hetherington, T., 2012). Beck (2010) claims in this regard, that separating "natural" and "social" forces is impossible in modern society and the evidence proves to be the ongoing coronavirus pandemic[9]. Moreover, the early public debate has offered the need

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[9] https://noizz.aktuality.sk/enviro/ako-ovplyvnuje-pandemia-zivotne-prostredie/my82d11

to analyse the measures taken against its spread and the impact the measures had on the environment, and on top of that, the message equally as important: The world is probably going to be less stable from now on and it will require every individual to be more prepared to deal with the upcoming problematic situations.

There are several possible ways to individual empowerment in solving the social problems. One is through professional interventions from helping professionals, the other through self-organized units, such as functional local communities. The importance of local authorities (municipalities in the Slovak Republic) during the emergency is undeniable and their reinforcement will require corresponding legislative, financial and, mostly, conceptual measures. One such society-wide empowerment example during the coronavirus pandemic in Slovakia was a package of measures called "First Aid for the Employers, Businesses and Self-employed Persons"[10] striving to support social cohesion on all levels and socio-integrative and participatory human capital of society.

The individualized and interiorized aspect of pressures from the social structures form part of a working person's behaviour in postmodern era called achievement-subject by Byung-Chul Han (2016). He claims that instead of outer pressure, an individual experiences an inner urge that is mistaken for freedom. The freedom to decide and act was disrupted by an intensified uneven distribution of danger in society due to the pandemic. The first wave brought forth such terms as "front-line workers" whose job performance was under tremendous pressure. Byung-Chul Han further claims (2016, p.26) that "starting at a certain level of production, auto-exploitation is significantly more efficient and brings much greater returns than allo-exploitation, because the feeling of freedom attends it. The achievement-subject exploits itself until it burns out." The risk of such behaviour during the coronavirus pandemic in digital era was discussed in the public debate via warnings against the problems related to the

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[10] https://www.dnes24.sk/novy-balik-ekonomickych-opatreni-stat-pomoze-firmam-platit-zamestnancov-357878

fact that parents worked from home and at the same time home schooled their kids[11].

Several questions arose while applying eco-social approaches to social problem solving during the spread of the new coronavirus. The following partial research question (RQ4) zooms in on basic question identification raised by the application of eco-social approaches in solving the social problems during the SARS-CoV-2 pandemic. Selected argumentation strategies and discourse fragments are listed in T4.

T4 Selected argumentation strategies and discourse fragments related to RQ4.

Argumentation strategy	Discourse fragment	Source
Topos of disadvantage	"Since the measures were taken and the world has slowed down, there are frequent news informing about the positive effect of the pandemic on the environment"	https://noizz.aktuality.sk/enviro/ako-ovplyvnuje-pandemia-zivotne-prostredie/my82d11
Topos of solidarity	"The Slovak society experiences unprecedented increase in sense of belonging towards the most vulnerable"	https://www.tyzden.sk/politika/63468/zivoty-seniorov-su-v-case-pandemie-osamele-ludia-sa-mobilizuju-aby-im-pomohli/
Topos of danger	"In order to stop the disease from spreading, it is crucial to check health status of every admitted social service facility person as well as to verify their previous contact with likely COVID-19 positive people or confirmed COVID-19 positive people."	https://www.employment.gov.sk/sk/informacie-media/aktuality/testovanie-klientov-zariadeni-socialnych-sluzieb.html
Topos of human rights	"The police together with the Slovak army are making sure that the persons living in the settlements under quarantine stay within their premises."	https://www.ta3.com/clanok/1180676/uzavrete-osady-strazia-vojaci-a-policia-dohliadaju-na-karantenu.html
Topos of usefulness	*"The clients are being taken care of, the employees remain indoors, and no rooms are shared."*	https://slovensko.hnonline.sk/2130021-situacia-v-domove-socialnych-sluzieb-v-pezinku-je-vazna-47-ludom-zistili-koronavirus

The first question brought up by application of eco-social approaches as a solution to social problems during the SARS-CoV-2 pandemic are the limitations present in the extensive economy development (e.g. car industry)

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[11] https://ahojmama.pravda.sk/clanky/romski-ziaci-sa-nedokazu-zapojit-do-vyucovan/12681-clanok.html

or other social life aspects (trade, services, cross-border mobility etc.). It is highly probable that we live in a time when we are already reaching these limitations and simultaneously there is a need to redirect the social development from extensive one to the intensive one. However, it is hard to predict how the situation will develop in an environment as unstable as this one. Progress had influenced social development before the pandemic and had already accentuated the need for changes, but it was the pandemic that accelerated the social development on various levels. Public debate that emerged in connection to the pandemic sheds light on the positive impact of lowered economic production on the environment – Topos of disadvantage: "Since the measures were taken and the world has slowed down, there are frequent news informing about the positive effect of the pandemic on the environment"[12]. Eco-social approaches can assist in a successful course of such redirection through influence management application and support management. Gaining influence over public events through social work facilitates the promotion of its interests. Support management serves as means to promoting clients' interests during the pandemic, those being first of all retirement home clients and citizens from marginalized communities that the public debate was focusing on during the coronavirus pandemic.

A problem related to promoting clients' interests is that social workers tend to lose the ability to act when new discussion topics arise rapidly. The coronavirus pandemic gave rise to new discussion topics related to target groups of elderly people, particularly partial social isolation related to movement limitations, shopping, contact with their family members and other people – Topos of solidarity: "Slovak society experiences an unprecedented increase in sense of belonging towards the most vulnerable"[13]. Consequences that the measures had on all citizens were in the first phase of the pandemic interesting from the space-time perspective: Lack of space in limited movement or reduced social contact that emerged when the majority of plants closed was compensated for by a surplus of time for those, who were forced to stay at home

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[12] https://noizz.aktuality.sk/enviro/ako-ovplyvnuje-pandemia-zivotne-prostredie/my82d11
[13] https://www.tyzden.sk/politika/63468/zivoty-seniorov-su-v-case-pandemie-osamele-ludia-sa-mobilizuju-aby-im-pomohli/

or in the facility they used. This leads to the fact that aid provided to social work target groups became part of the public debate. If social work is to be promoted on a society-wide level, its representatives need to realize that the political elites, the social elites and the mass media, together with the whole public, will introduce new questions, often beyond the focus and aims of social work, into the public debate about the topic. One such example might be a requirement for nationwide coronavirus testing for all clients and employees in social service facilities – Topos of danger: "If we ever want to stop the spread of the virus, it is necessary that everybody admitted to social service facilities is checked for their clinical condition, as well as their previous contact with people possibly infected or confirmed infected with COVID-19[14]. Asserting issues this way, a "safe distance policy" causes not only organizational problems with supporting social funding for social service facilities, but also with asserting social clients' legitimate interests and needs. Another question that arises in the context of eco-social approaches is how to maintain the original direction of activities oriented towards asserting the clients' interests. Every person is a member of society, including people in social service facilities. It is therefore necessary to also fulfil their need for enough contact with the social environment during the emergency with strict safety measures, because it is a source that gives them a feeling of security and social integrity.

There is a risk in asserting one social group's interests in favour of others, which develops during the second phase of uncontrolled growth in self-confidence and is considered egoistic. Taking measures during the first wave of the coronavirus pandemic elicited several such problematic situations, such as specific shopping time periods reserved for the elderly who were prioritized at the expense of other people. Social work should prevent these kinds of injustice that stems from similar behaviour at any cost. Honneth (1996, pp. 107-121) claims that supporting integrity and dignity in others is closely related to recognizing one's and others' rights, rights limiting egoism which might be based on excessive self-confidence. It is important not only to impose restrictions in ever changing situation, but also to constantly reassess and

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[14] https://www.employment.gov.sk/sk/informacie-media/aktuality/testovanie-klientov-zariadeni-socialnych-sluzieb.html

optimize them for the sake of human rights which are a very delicate issue indeed. The rights recognition principle prevents the misuse of power or potential marginalization of individuals, groups or even communities. This issue resonated across Slovakia in public debate concerning Roma settlements under quarantine during the SARS-CoV-2 pandemic – Topos of danger: "The police together with the Slovak army are making sure that the persons living in the settlements under quarantine stay within their premises[15]. Following the quarantine restrictions of society created a paradox where on the one hand there was an unprecedented society-wide solidarity with, say, front-line workers and the elderly, on the other hand though, it created dividing lines in society between the citizens and returnees and provoked their further deepening in the case of the citizen majority versus Roma communities under quarantine.

Exercising power in commands, prohibitions or segregation is a characteristic feature of a disciplinary society because of its negative effect. The public debate during the first wave of the coronavirus pandemic brought up a question of whether existing problems in the light of political regime were handled successfully. Transition to the state of emergency in this period revealed several limitations in most democratic countries. A state of emergency can be imposed for up to 90 days in Slovakia and allows the authorities to limit citizens' fundamental rights and freedoms to a necessary extent for a limited amount of time as well as impose their duties on a directly or indirectly endangered area. A state of emergency can be declared by government only under the condition that human health and human lives are at risk of or are directly in imminent danger. While imposing the state of emergency, authorities can:

a) limit the person's untouchability and privacy by evacuation to a specific location,
b) impose work obligations in order to secure supply, road and railroad maintenance, transport, water supply and sewerage systems administration, electricity, gas and heat supply and distribution, health care performance, public order or damage restoration.

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[15] https://www.ta3.com/clanok/1180676/uzavrete-osady-strazia-vojaci-a-policia-dohliadaju-na-karantenu.html

c) restrict execution of real estate proprietary rights in order to deploy the army, police, establish health care facilities, supply centers, provide rescue services and store various technical equipment including clearance equipment,

d) restrict execution of movable property proprietary rights by prohibiting motor vehicles from entering or limit their use for private or business purposes,

e) restrict the inviolability of dwellings in order to provide accommodation for evacuated people,

f) restrict postal delivery services,

g) restrict the freedom of movement and residence by curfew in a specified time period and by a prohibition on entry into affected areas or areas in imminent danger,

h) restrict or completely prohibit rights for peaceful gatherings or condition public gathering by allowance,

i) restrict the right to freely distribute information regardless of country's borders or freedom of speech in public,

j) secure radio and television access to announce information and appeal to the citizens,

k) prohibit assertion of rights to declare a strike,

l) take measures to solve oil shortages.

Transformation of a disciplinary society into a performance society accentuated by the state of emergency can cause serious defects in society and social system functioning. This question is supported by application of one specific social worker profile within a person in environment approach (Weiss-Gal, 2008), more specifically, that social workers point out how important their work's social aspects are and understand that society is a source of problems such as during the COVID-19 spread in some social service facilities – Topos of usefulness: *The clients are being taken care of, the employees remain indoors and no rooms are shared*[16].

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[16] https://slovensko.hnonline.sk/2130021-situacia-v-domove-socialnych-sluzieb-v-pezinku-je-vazna-47-ludom-zistili-koronavirus

Another partial research question (RQ5) focuses on new topics brought up by eco-social approaches application to solving social problems during the SARS-CoV-2 pandemic. Among them, mainly the inability to solve social problems exclusively on individual level and the need for interpersonal and society-wide solidarity; extension of social work's dual mandate by the right to self-possession as a rule and a limiting factor to human existence; narratively communicated critical social situation and the need to deal with the clients' problems communicated orally or in written form with the focus on the meaning of their needs while solving their social problems; social work automation or risks of technocracy while solving social problems. Selected argumentation strategies and discourse fragments are listed in T5.

T5 Selected argumentation strategies and discourse fragments related to RQ5.

Argumentation strategy	Discourse fragment	Source
Topos of solidarity	"A face mask is a symbol showing others that an individual takes the situation seriously and is responsible"	https://bratislava.dnes24.sk/rusko-by-malo-byt-samozrejmostou-zname-osobnosti-to-uz-davno-vedia-356719
Topos of danger	"Labour Code is still in force and it dictates the rules for employment termination. If an employer complies with the given regulations enforced by Labour Code, they have the ability to lay off"	https://presov.korzar.sme.sk/c/22365691/ak-dodrzi-zakon-zamestnavatel-moze-prepustat-aj-v-case-koronavirusu.html
Topos of disadvantage	"For years we were properly paying taxes and levies to this state, we would therefore expect a lot better approach ... Ministry of Labour (MPVSR) admits that some people might somehow find themselves out of the safety-net in fighting against the coronavirus and special measures are being prepared for them"	https://www.aktuality.sk/clanok/786320/koronavirus-rodina-prisla-zo-dna-na-den-o-jediny-prijem-a-na-statnu-pomoc-nema-narok/
Logical illusion	"According to the new instructions from British Medical Association (BMA) doctors will be able to stop providing artificial pulmonary ventilation to older patients with a small chance of survival and give it to the patients whose chance of recovery is higher"	https://svet.sme.sk/c/22374965/britski-lekari-mozu-odpojit-od-pristrojov-pacientov-s-malou-sancou-na-prezitie.html

When a person operates within the person in environment approach, they have a certain ethical responsibility. Randová (2011) specifies ethics within her objective ethics conception which is characterized by absence of any ties

with others, meaning that a person is responsible exclusively for themselves. This approach denies a person's moral responsibility not only towards other people but towards the environment as well. The need for reconsideration of this approach is supported by the fact that public debate experienced changes in perception of following the safety measures during the pandemic in e.g. wearing the face mask – Topos of solidarity: "A face mask is a symbol showing others that an individual takes the situation seriously and is responsible"[17]. Further social development, being objective in gradual loosening of measures and subjective in individual peoples' attitudes, be it wearing face masks or abiding by the safety distance, has contributed to increasing numbers of positive coronavirus cases. The problem is that an individualistic or egoistic person might believe in "mutual faultification" in the way social problems emerge and are solved also outside of pandemic context, due to the inability to solve their own problems and their need for interpersonal or even society-wide solidarity. As an example, one's objectively present need to help other people in various problematic situations reduces in saturation because of the limitations in their own solidarity. Flexible solidarity, a model that helps one recognize an objective need to help, but in a way that takes one's individual limitations into consideration, could represent one of the solutions to this problem.

The topic of self-responsibility was commented on by other authors, for example in the form of self-ownership as the key rule and limiting factor to human existence. Self-ownership by Rothbard (1978, p.28) is an essential right of every human being, precedes all other rights and is based on the concept that every individual possesses their own body and can do with it as they see fit, without any external interventions. Therefore, it is up to every individual how they provide for themselves and survive in their lifetime. The measures taken in order to stop the spread of the new coronavirus caused socioeconomic problems, first of all, unemployment – Topos of danger: "Labour Code is still in force and it dictates the rules for employment termination. If an employer

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[17] https://bratislava.dnes24.sk/rusko-by-malo-byt-samozrejmostou-zname-osobnosti-to-uz-davno-vedia-356719

complies with the given regulations enforced by Labour Code, they have the ability to lay off"[18]. If the health and economic impacts of the new coronavirus are combined with demographic profile of the country, then while health risks are significantly higher for older people, economic risks will be experienced by younger generation. This creates a specific dilemma for social work as a profession, because a client has different expectations from a social worker than the society (state). Schilling (1999) calls this situation the so-called double mandate.

The person in environment approach presupposes active work of a person in their environment. The semantic and narrative nature of this relationship that stems from human-environment interaction can both be counted as having a positive effect on an individual performing the activities as well as social work as a profession. A narratively mediated problematic social situation is an appropriate enrichment to the social work's diagnostic stage. Different meanings that clients and social workers attribute to different aspects of such problematic social situations are relatively commonly present in social work and its professional performance during the pandemic. Despite the fact that the world has been brought together by the pandemic, there have been misunderstandings in what the causes, consequences and the possibilities to solving social problems have been. It is necessary to focus on what the clients as claimants ask for orally or in written form because, in essence, they claim specific help linked to solving the impacts of the measures taken during the pandemic – Topos of disadvantage: "For years we have been properly paying taxes and levies to this state, we would therefore expect a much better approach … Ministry of Labour (MPVSR) admits that some people might somehow find themselves out of the safety-net in fighting against the coronavirus and special measures are being prepared for them"[19] is connected to social work and its effectiveness meaning that help provided needs to be adequate and based on objective knowledge of the client's situation.

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[18] https://presov.korzar.sme.sk/c/22365691/ak-dodrzi-zakon-zamestnavatel-moze-prepustat-aj-v-case-koronavirusu.html

[19] https://www.aktuality.sk/clanok/786320/koronavirus-rodina-prisla-zo-dna-na-den-o-jediny-prijem-a-na-statnu-pomoc-nema-narok/

Social work also includes administrative obligations, necessary for one to perform the work professionally. That is why in connection to the spread of the coronavirus there is a need for a new perspective on this part of social work as well. In the EU context, the processes, leading to improvement and perfection in the way administrative resources are being used in social work, have materialized into computerization of public administration. However, an overly technocratic approach to social work can lead to risk of its automation, which has been researched by Smutek (2014), who critically reflected on this risk with relation to social work standardization. Standardization attempts have already been evident for example in Great Britain in updating the medical code of ethics in April 2020 or in formulating ethical standards for social work and helping professions – Topos of usefulness: "According to the new instructions from British Medical Association (BMA) doctors will be able to stop providing artificial pulmonary ventilation to older patients with a small chance of survival and give it to the patients whose chance of recovery is higher"[20]. As Krastev (2020, p. 49) states, coronavirus discriminates and determines who is to live, based on one's age, and significantly influences the intergenerational dynamics. The first wave of the COVID-19 already caused humiliating deaths in several countries because there were not enough pulmonary ventilators, or disrespectful burials of the dead without performing any of the typical celebrations and traditions associated with funerals.

The last partial research question (RQ6) concentrates on the theoretical background of social work focusing on lifeworld in solving the clients' social problems related to the coronavirus pandemic. The findings suggest that the theoretical background is based firstly on theoretical-empirical reflection on a client's day-to-day life in a socially problematic situation. Secondly, it is based on theoretical reflection on the materialistic and non-materialistic aspects of the client's environment, including a social worker and their professionalism, provided the social problems are legislatively relevant. The third aspect lies in the client's precarity caused by material deprivation and its influence on, say, assessing the clients' life situation, as well as laying stress on socioeconomic

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[20] https://svet.sme.sk/c/22374965/britski-lekari-mozu-odpojit-od-pristrojov-pacientov-s-malou-sancou-na-prezitie.html

contexts as to why the social problems emerged, existed or resolved. Selected argumentation strategies and discourse fragments are listed in T6.

T6 Selected argumentation strategies and discourse fragments related to RQ6.

Argumentation strategy	Discourse fragment	Source
Topos of uselessness	*"We are not experiencing the epidemic disaster, on the other hand, there is the disaster in businesses that have to be closed"*	https://www.korona.gov.sk/ako-sa-budu-uvolnovat-opatrenia-uvodne-informacie/
Topos of number	"While it is common that one coronavirus positive Slovak citizen infects 1.65 people on average, in Roma slums this coefficient has risen up to 20. So, if someone with coronavirus entered the slum, they might infect up to 20 people which will only grow exponentially after that"	https://www.aktuality.sk/clanok/778864/koronavirus-v-romskych-osadach-zacnu-za-pomoci-armady-vo-velkom-testovat-v-hre-je-aj-uplne-zatvorenie-obci/
Topos of human rights	"Beginning on the 27 April, 2020 all categories of Slovak cross-border workers are allowed to cross the Slovak borders daily, if they confirm their negative PCR test on SARS-CoV-2 with a health certificate not older than 4 days on the day of their first entrance to the Czech Republic.	https://www.mzv.sk/web/praha/covid19/cezhranicni-pracovnici-pendleri
Topos of financing	"The government has passed an amendment to the Social Insurance Act in accelerated legislative procedure. It deals with three topics: treatment expenses for children's' parents in crisis situations, sickness benefits during the quarantine and a support one to maintain their employments from European fund projects"	https://e.dennikn.sk/1822021/cerpanie-nemocenskej-davky-aj-osetrovneho-sa-zmeni-parlament-schvalil-prve-socialno-ekonomicke-opatrenia/

Theoretical-empirical reflection on social work clients' daily or ordinary life during the pandemic constitutes the basic component of theoretical aspect in eco-social approaches to solving individual social work target group problems. The mentioned ordinariness according to Thiersch (2015) is a social reality which can be understood only in the context of historical-social conditions specifying ordinariness as contradicting amount. Ordinariness is then also an expression of one's relationship to a specific social reality. Ordinariness in the first wave of the pandemic was represented by "halted social life" manifested by dramatic decreases in the number of people in the streets, shutting most shops and services, minimizing peoples' mobility or

reducing work activities or rather their transformation into the domestic environment. Contradictions in public debate during the spread of SARS-CoV-2 have also been for instance the low number of new confirmed positive cases in one day on the one hand, and persisting strict safety measures on the other – Topos of uselessness: *"We are not experiencing the epidemic disaster, on the other hand, there is the disaster in businesses that have to be closed"*[21]. The COVID-19 pandemic caused by SARS-CoV-2 is a major problem for global health, economy and society (see Cevik – Bamford – Ho, 2020). Since its beginning in December 2019, it has created a large number of social problems and it is crucial that helping professionals maintain the pace in solving these problems with their colleagues from all over the world even though the times are uncertain and situation is constantly shifting. In relation to the coronavirus, on top of the debate about the pandemic, there is also the infodemic, or in other words, rapid spread of untrustworthy information about the coronavirus. It is appropriate to stress the expertise, although in relation to solving problems with the pandemic there are multiple expertise fields whether it is within healthcare segment or others, namely economy, natural environment, education and last but not least, social care.

Social reality is, in essence, the people's relation to a certain problem or a set of problems. People must tackle social problems during the pandemic daily and in terms of eco-social approaches one such reality is also the environment with its material and immaterial aspects. The immaterial aspect in clients' environment dealing with social problems includes the social worker with their professionalism. Institutionalized professionalism bears a risk of a social worker's power being absolute through legally received competences, preventing the power to be transformed on a client. The success of eco-social approaches while solving social problems during the first wave of the SARS-CoV-2 pandemic then depends on whether social workers and social clients accept them. Criteria for successfully solved social problems also include trust rate in the public authorities, their institutions and representatives, the measures being prepared and taken as well as conscious acceptance of

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[21] https://www.korona.gov.sk/ako-sa-budu-uvolnovat-opatrenia-uvodne-informacie/

restrictions as an anti-pandemic strategy. These might, for example, be represented by limitations in the movement for the clients of social service facilities or Roma slums put under lockdown – Topos of numbers: "While it is common that one coronavirus positive Slovak citizen infects 1.65 people on average, in Roma slums this coefficient has risen up to 20. So, if someone with coronavirus entered the slum, they might infect up to 20 people which will only grow exponentially after that"[22].

Existing data from social practice show that when the material (financial) component of environment is a determining factor in solving a social problem, the clients are forced by the social system to violate the rules set. The reason for this lies mainly in their material deprivation together with their precarity, as suggested by Gustafson (2011). In times when anti-pandemic measures are to be kept, it is important that all family members living in the same household are put into obligatory quarantine even if only one of them is found COVID-19 positive. Other example can be a problem with the so-called cross-border commuters – Topos of human rights: "Beginning on the 27 April, 2020 all categories of Slovak cross-border workers are allowed to cross Slovak borders daily, if they confirm their negative PCR test on SARS-CoV-2 with a health certificate not older than 4 days on the day of their first entrance to the Czech Republic[23]. During the coronavirus pandemic, free movement of persons, goods and capital as a socioeconomic symbol of liberty and democracy has become an obstacle to reducing one of the main ways the virus spreads. Limiting human rights as a means to slow the virus from spreading also contributes to the theoretical framework of social work oriented on lifeworld when solving social problems connected with spreading of the new coronavirus.

There is a need to ease the pressure put on clients that their social problematic situations were caused by themselves, first of all because social problems in eco-social approach also have another, not any less important, determining factor, namely socioeconomic contexts as to their origin, existence

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[22] https://www.aktuality.sk/clanok/778864/koronavirus-v-romskych-osadach-zacnu-za-pomoci-armady-vo-velkom-testovat-v-hre-je-aj-uplne-zatvorenie-obci/

[23] https://www.mzv.sk/web/praha/covid19/cezhranicni-pracovnici-pendleri

and resolution. These include e.g. the threat of unemployment, financial problems linked to the care for children or time-organization problems with losses caused by the first wave of the pandemic and the compensation arrangements associated with it. In public debate in the Slovak Republic mainly economic and financial problems were discussed as the consequences of measures taken during the pandemic, influencing the majority of population – Topos of financing "The government has passed an amendment to the Social Insurance Act in accelerated legislative procedure. It deals with three topics: treatment expenses for children's parents in crisis situations, sickness benefits during the quarantine and support for some to maintain their employment funded by European projects"[24] In financial help provision it is essential to point out not only its amount, but also how quickly, or in reality, how slowly it was provided. Rapidly "halted social life" contrasts with a slow comeback to normal life, which is connected to the influence of this contrast on the ordinary life, for example of lower middle class, is exactly that contradictory amount, which defines "normal" as part of theoretical framework of application of eco-social approaches into solving the social problems.

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[24] https://e.dennikn.sk/1822021/cerpanie-nemocenskej-davky-aj-osetrovneho-sa-zmeni-parlament-schvalil-prve-socialno-ekonomicke-opatrenia/

3 Discussion

The goal of this discussion is not to compare the critical analysis of ecosocial discursive fragments in the first phase of the Coronavirus crisis with other research in the field as the authors of this monograph performed only a pilot analysis. The goal is to explain how their findings can help apply ecosocial approaches to social problems.

Contemporary social work focuses on the person within their living environment, which is the starting point for this discussion. According to Mátel (2019, p. 22), the relationship between social work clients and their social environment can be described as social functioning. Therefore, social functioning is very important from the perspective of social work. The concept of social functioning has been elaborated by Bartlett (1970) who defines it as the interactions taking place between the environment and the people. While the world has been globally affected by the first wave of the SARS-CoV-2 pandemic, new trends emerged and some of the existing ones were enhanced. Mainly global fragmentation and regionalisation could be observed at the time.The "Person-in-Environment" approach has been investigated by e.g. Weiss-Gal (2008) who points out that it is a part of the professional ideology for social workers. The effectiveness of this approach depends on the given person's ability to resist negative stimuli (emerging social problem). The immediate response of a person to these stimuli can be a symptom of exhaustion in the social reality. For example, during the Corona crisis in Slovakia, the public debate focused on the media-covered statements of a social worker from a social services facility in which COVID-19[25] broke out. It is necessary to get acquainted with the situation to understand a person's response. During the Corona crisis, the social services facilities became subject to the so called economic mobilisation[26], which allowed the responsible institutions to adopt

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[25] https://www1.pluska.sk/regiony/to-nezvladame-je-to-hroza-zamestnankyna-domova-dochodcov-pezinku-slzach

[26] https://www.aktuality.sk/clanok/777945/koronavirus-zariadenia-socialnych-sluzieb-mozu-pre-ochranu-obmedzit-pohyb-klientov/

very strict measures. In the society-wide context, it can be stated that the governmental authorities received extraordinary power after the state of emergency was announced, but every citizen also got the opportunity to judge whether this power was exercised with the citizen's well-being in mind.

The topic of informed personal responsibility and the related need to navigate the laws that specify how social problems during the Corona crisis should be solved indicate how important the selective and specialised approach to the creation of the informational base necessary to resolve these problems is. The topic of information processing as a requirement for providing effective solutions to social problems has become urgent during the Corona crisis. On the EU level, europeisation of the necessary data is necessary to allow the aforementioned selective and specialised approach to be applied in practice. The necessity of such steps can also be justified by the fact that the "practically constant flow of negative information about the number of infected people, deaths, or duration of the pandemic" puts our mental health to risk"[27]. For example, Moure et al. (2020) state that the novel Coronavirus represents a major global threat due to its high incidence, mortality, and global economic impact. It spreads relatively easily from person to person and the absence of a vaccine complicates the whole situation. In terms of risk elimination related to social problems, the reliability of the adopted solutions is very important in the areas of medicine (e.g. test and vaccine reliability), economy, but also prognostics, i.e. the reliability of predictions regarding the pandemic development and its socioeconomic impact. Consuming this vast amount of (often irrelevant) information can result in a sort of "information fatigue" – a symptom of the Information Fatigue Syndrome (IFS). The syndrome is caused by information overload and besides other symptoms, it also robs the affected person of the ability to assume any responsibility, which creates a significant individual deficit when it comes to dealing with social problems (Thomas, 1998) The society-wide responsibility for addressing social problems can be seen as a part of the causal chain consisting of economic, political, and legislative factors determining the application practice in addressing social

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[27] https://www.dnes24.sk/az-80-slovakov-depta-koronakriza-nie-je-to-vsak-z-obavy-o-zdravie-co-nas-trapi-360172

problems; these urgent indicators also determine the professional performance of social work. Krastev (2020, p. 68) states that deglobalisation is an example of the society-wide impact as one of the most significant social and economic consequences of the pandemic.

The starting point for conceptualising of the relationship between social work as a helping profession and the social practice is the necessity to get acquainted with the clients' normal everyday routine before addressing the problematic situations they are facing. Getting to know the "live world" of the social work clients during the Corona crisis means to identify what really determines their life. These factors include profanation of the world, i.e. underestimating or even disparaging the importance of the meaningful things in their life during the Corona crisis; for example, the importance of maintaining contact with the social environment for the senior citizens[28]. According to Zolnikov and Furio (2020), social distancing was implemented as a primary intervention to tackle the COVID-19 pandemic and hamper spreading of the virus. From the ecosocial point of view, social distancing provides an opportunity to decide (who to meet, where to go, how to spend time in home isolation, etc.), but also time to reflect upon our identity: who we are, where we belong, and where we are heading to. Although social distancing is good for halting the virus, the lack of social interaction can lead to certain issues. These issues can cause some people to disparage the infected individuals or even change the overall social mindset towards questioning the values, moral relativism, or "moral entrepreneurship". The negative consequences directly affect the way social problems are addressed. They include profanation of science, education, healthcare, or even the ordinary way of life. Seeing consumption as a civil right is egoistic on the individual level and on the society-wide level, it generates pressure to increase the unstable economic growth and consumption itself, which is not sustainable in the long-term. Ecological, ecosocial, and economic sustainability of our current way of life has become an important topic of the public debate. It could be observed during

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[28] https://strategie.hnonline.sk/media/2119837-desiatky-televiznych-stanic-sa-zapojili-do-spolocnej-iniciativy-zostante-doma-odkazuju-divakom

the first wave of the novel Coronavirus pandemic. An example of such debate was shopping during the Corona crisis[29] – a social change was called for. Social practice applying the ecosocial approach needs to transform as does the everyday life as such.

During the Corona crisis, people are confronted with the increasing pressure at work as well as in other social roles. For example, the "front line"[30] professions such as healthcare and social workers. The Slovak Chamber of Social Workers and Social Work Assistants pointed out this fact in the acknowledgement published on the International Federation of Social Workers (IFSW) website and criticised media for forgetting to mention that social workers were front line staff as well. IFSW thanked all social workers risking their own lives to work with and for their clients. They work in social service facilities or provide social and legal protection and guardianship to children, and cannot just shut down the "shop" – they do field work in cities and villages and settlements where marginalised communities live. Given the increased requirements regarding the professional performance, professionals may feel unsuccessful and guilty, and begin questioning their competence (compare Suša – Hrubec et al., 2017). The ongoing pandemic can be defined as a humanitarian crisis during which the professionals are forced to increase their performance. Promoting humane and fair solutions to social problems require the helping professionals to activate their inner reserves but also a coordinate their approach and information sharing.

The ever-increasing influence of the information and communication technologies (ICT) can be observed not only in our spare time, but also in practical social work. This "robotisation of social work" (compare Smutek, 2014) already represents the external changes in the way social work is performed, which includes dehumanisation of this originally deeply human profession based on person-to-person contact (social worker and client). In

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[29] https://www.topky.sk/cl/10/1891149/KORONAVIRUS-Dlhocizne-rady-aj-prazdne-obchody--FOTO-Nove-opatrenia-pre-seniorov-sposobili-chaos
[30] https://www.topky.sk/cl/10/1871007/Dakujeme--Slovensko-v-piatok-vecer-tlieskalo-odvaznym-bojovnikom-v-prvej-linii-proti-koronavirusu

future, the human social worker may be substituted by a robotic one. During the Corona crisis, this phenomenon could be observed in the way employees, entrepreneurs, and business licence holders were provided administrative assistance by the Ministry of Labour, Social Affairs and Family[31]. Even before, there was pressure on standardisation of social work in practice and procedural approach has been preferred in addressing social problems at the expense of the contextual or situational approach as; the social workers' ability to make their own decisions has been limited mainly in the institutional environment. Applying ecosocial approaches to address social problems could help retain the humanity of professional social work. The measures taken during the first-wave state of emergency were perceived as special and temporary, but their impact on i.e. social service facilities will have long-term consequences in terms of institutional as well as social functioning. It is assumed that after the pandemic is over, the situation in the social service facilities will not return to their previous state – their functioning will be optimised and anti-epidemic measures will become an integral part of their long-term functioning.

The critical discourse analysis of using the ecosocial approaches to address social problems on the example of the SARS-CoV-2 pandemic can be based on the so called "chain of equivalence" introduced into social and political communication by Laclau and Mouffe (2001). In general, there are certain efforts to establish a discourse hegemony by different social and political participants in every society. During the first wave of the novel Coronavirus in the SR, the policy creators strived to control the public debate and public opinion through frequent public speeches (press conferences) given by governmental representatives, Central Emergency Staff, and representatives of the key ministries to present facts, data, and explain the concepts. Mainly interpretation and reinterpretation of the key terms could be observed using the aforementioned chains of equivalence during which a series of concepts would emerge. When analysing how ecosocial approaches are applied to address social problems in the context of the novel Coronavirus pandemic, multiple chains of

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[31] https://index.sme.sk/c/22428706/tazkopadne-a-pomale-firmy-sa-k-zachrannemu-kolesu-od-statu-nevedia-dostat.html

concepts like this can be identified. For example, compulsory face mask – protection of self and the others from getting infected – small number of the infected[32] or the ban on visiting senior homes – preventing the facility from being contaminated – protecting the most vulnerable group[33]. If the chain of concepts gets misconstrued, the whole discourse is at risk of delegitimisation as (a relevant part of) society may not accept the offered "metaphor".

In the analysis of ecosocial approach and the way they affect the social problems during the pandemic, the temporal and financial aspects are important. Creating a productive and effective solution to social problems using ecosocial approaches (mainly in the context of deep ecology) requires us to realize that the participants in these processes need time to reach the highest cognitive intensity possible (Newport, 2016, p. 93) – the desired state in which the relevant solutions to social problems are actually found and applied. Successful management of an emergency state requires enough time to take the necessary steps and eliminate the problematic situations. In this case, the chain of equivalence would look like this: long-term – intensity – solution. In containing the SARS-COV-2 pandemic, it means long-term and nation-wide compliance with the measures that prevent uncontrolled spreading of the virus.[34] Interconnecting the social and ecological aspects, i.e. introducing measures, generates costs that can be covered by the government[35] or take the form of shared social suffering[36] (Walerstein et al., 2016, p. 203)

In the discussion about the application of ecosocial approaches to address social problems during the pandemic, the important role of digital communication must be emphasized. The issue of digital access to mental health services during the SARS-CoV-2 pandemic has been investigated by Chang – Kessler – Pincus – Pierce (2020) who state that mental health services

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[32] https://domov.sme.sk/c/22371932/malo-tazko-chorych-a-ziadni-mrtvi-je-to-vdaka-opatreniam-a-discipline-tvrdia-experti.html

[33] http://www.uvzsr.sk/index.php?option=com_content&view=article&id=4224:zabezpeenie-ochrany-klientov-a-personalu-zariadeni-socialnych-sluieb-poas-pandemie-covid-19&catid=250:koronavirus-2019-ncov&Itemid=153

[34] https://www.trnava.sk/sk/aktualita/od-21-aprila-platia-racionalne-vynimky-z-povinnosti-nosit-ruska-ale-polavit-v-dodrziavani-opatreni-proti-sireniu-koronavirusu-este-nesmieme

[35] https://ekonomika.sme.sk/c/22391402/stat-uz-vyplatil-vyse-styroch-milionov-eur-na-socialnu-pomoc.html

[36] https://www.webnoviny.sk/sme-europska-spicka-v-boji-proti-covid-19-tvrdi-premier/

face challenges such as decreased accessibility and major limitations due to the public health measures. However, COVID-19 has appeared in the era of unprecedented access to digital technology, which creates opportunities for data-based testing and offering of effective solutions concerning diagnostics and treatment of mental health issues in the wake of the pandemic. Digital programmes in the area of mental health provide quick and effective remote service accessible to large numbers of people with minimum mobility requirements. Currently, there are more than 10,000 mental health related smartphone apps ranging from remote cognitive-behavioural therapy to automated chatbots. It is necessary to start offering evidence-based and effective digital mental health services. These services could dramatically improve our ability to monitor, evaluate, and treat mental health issues not only during the pandemic, but potentially also in less developed (i.e. rural) areas or provide better access to people in bad health condition, or in regions with limited access to mental healthcare. Carefully verified evidence-based digital apps can provide effective solutions and help combat behavioural and psychosocial issues caused by the global pandemic.

Although digital communication has certain undeniable benefits, mainly in terms of their spatial and temporal effectiveness and general convenience, using digital media to address deeply human topics such as social problems including their ecological and environmental aspects has also significant shortcomings. An important issue brought forward by the SARS-CoV-2 pandemic was using ICT to track people's movement. From the epidemiological viewpoint, it is a priceless instrument in reducing the risk of disease spreading, but its ecosocial disadvantages are obvious. The tactile aspect of communication is absent in the digital form; certain elements are non-transferable and the communication dimensions and segmentation are reduced. As an example, digital communication between seniors and their relatives substituting the risky personal visits during the pandemic can be used.[37] Ortiz (2020) claims that COVID-19 has devastating effect on seniors. More than 80% of Coronavirus deaths in the US and East Asia occurred among adults over 65

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[37] https://www.pdf.umb.sk/aktualne-oznamy/usi-k-dusi-jedinecny-dobrovolnicky-program.html

years. In Europe and Australia, the numbers are even bigger – 94% of deaths occurred among people over 60 years. When the infection spread, seniors were denied hospital beds and lung ventilators although they were the most vulnerable group. Human right experts were worried about reserving the medical resources in ICUs and discriminating the patients based on their age. Although seniors were at the biggest risk and helpless, they were not prioritised – on the contrary, they were sacrificed, denied medical treatment and emergency support. However, seniors have the same right to live and remain healthy as everyone else. António Guterres, the Secretary-General of the UN, deeply worried about the pandemic development, has stated that human rights and dignity of all people must be respected even when it comes to decisions about medical treatment.

Applying ecosocial approaches to address social problems during the SARS-CoV-2 pandemic includes the necessity to activate the natural social networks if a person is in a problematic social situation. An important protective factor helping reduce the risk resulting from social problems is supporting people's identity. Space and relationships as identity aspects determine how a person decides in a problematic social situation. Removing a person from their natural environment and placing them elsewhere (e.g. social service facility) disrupts their ability to activate their natural social networks and should be used as the last alternative (In: Levická et al., 2012, p. 30). It should be opted for only if all solutions taking into consideration the natural activation principle have been exhausted. In response to the need for activating natural social networks to address social problems, relational social work has emerged (compare Folgheraiter – Raineri, 2017). During the pandemic, social workers were grocery shopping and providing medication to help seniors[38] and performed community social work in the quarantined Roma settlements [39].

Another important principle in professional social work is to respect every client's human dignity. The understanding of human dignity as a concept

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[38] https://www.postoj.sk/54442/taliansky-dochodca-pred-smrtou-na-covid-vnukom-je-nieco-horsie-ako-koronavirus
[39] https://www.rodinka.sk/zena/rozhovor-s-osobnostou/hladovali-by-aj-bez-koronavirusu-hovori-zamestnanec-z-neziskovky-ktory-pracuje-s-romskymi-detmi/

is related to the human rights discourse. Habermas (2013) points out certain discrepancy between the abstract, general human rights vs. their specificity in different cultural contexts. During the first wave, the discrepancy could be observed in different sociocultural contexts. For example, the coexistence of the Roma minority and the majority population has been a social and political topic in the SR for a long time. Human rights were discussed by the public after the Police and Army quarantined several Roma settlements during the pandemic[40].

A scholarly discussion about addressing social problems using ecosocial approaches should respect facts, data, and theory as well. Focusing solely on hard data as suggested by the "positive" science is not sufficient when it comes to social problems. In the post-truth era marked by forced positivity, theory helps clarify the problematic situation before the data and facts can be used to explain it. The first Coronavirus wave brought upon great insecurity. Fear of the unknown enhanced by the dysfunctional information channels affected all people and created both short and long-term issues in their social functioning. For example, people refused to trust the number of infected persons or COVID-19 related deaths presented in the media[41], and this phenomenon required scholarly reflection. For example, the International Federation of Social Workers (IFSW) addressed the issue in the context of social work ethic and a group focused on researching ethics in social work published a call for social workers and social work students to participate in a research focused on ethical challenges faced by the social workers around the world during the COVID-19 pandemic [42]. According to Gebhard et al. (2020), women play a specific and important role. Approx. 70% health care and social workers across the world are women, including those in the front line.

Inconsistent and ineffective "solutions" to social problems result in outbursts of resentment in the society coming when certain issues escalate

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[40] https://www.amnesty.sk/zastavme-stigmatizaciu-romov-a-romok-pocas-pandemie-covid-19/

[41] https://www.webnoviny.sk/vzdravotnictve/statistiky-z-wu-chanu-boli-od-zaciatku-nespravne-cina-nahle-dvihla-pocty-obeti-koronavirusu/

[42] https://www.ifsw.org/ifsw-forms-partnership-to-research-the-ethical-challenges-facing-social-workers-during-covid-19/

during the pandemic, e.g. temporary halting of the economy and its impact on employment and quality of life (QoL).[43] However, not only the economic aspects of QoL, but also its interpersonal aspects are important. Constant repetition of how COVID-19 was dangerous for the seniors has affected the intergenerational dynamic. Their younger relatives face a dilemma: they would like to personally support their elders, but at the same time, it could put the seniors at risk of infection. People naturally respond to dilemmas negatively. In the research performed by Oyebode et al. (2020) thematic analysis has been used to comprehend the opinions, experience, and problems faced by the public in relation to the COVID-19 pandemic and used the social media data as material – 34 negative themes have been identified of which 15 issues have been related to health, psychosocial and social issues. The themes included increased mortality, health issues, healthcare system problems, frustration from the disrupted life, panic shopping, and fear. Social problems included harassment, domestic violence, and incorrect social approach. On the other hand, some findings can also be considered positive: successful awareness raising, encouragement, gratitude, cleaner environment, online learning, spiritual support, and innovative research. The impact of the aforementioned pandemic-related social problems on the society triggered waves of outrage. They were rather volatile, which negatively affected the quality of the public discourse. In accordance with Rheingold (2003), the authors of this monograph recommend to use smart mobs, i.e. ICT to coordinate the activity of the outraged masses and get them not only to participate in the public discussion, but also in the adoption, implementation, and control of the way social problems are addressed. Krastev (2020, p. 94) claims that paradoxically, democracy was temporarily suspended in Europe: many countries announced state of emergency. On the other hand, this experience reduced the citizens' desire for a more authoritarian form of government.

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[43] https://www.topky.sk/cl/10/1896109/KORONAVIRUS-Po-nekonecnom-rade-pred-Danovym-uradom-dalsie-peklo--VIDEO-Ludom-dosla-trpezlivost-

CONCLUSION

This research based on critical discursive analysis of social reality is mainly focused on characteristics associated with the application of ecologically oriented social work. Its application was demonstrated on the example of solving social problems during the first phase of the SARS-COV-2 pandemic in the Slovak Republic. The conclusion is focused on answering partial research questions and the main research question, to inform about the implementation of nationwide research covering the strictest measures taken after the first diagnosed case of COVID-19, to offer recommendations for research and practice of social work related to solving social problems. These problems correspond with eco-social approaches in social work as well as proposals for social changes and they take into consideration experiences during the first wave of the new coronavirus pandemic in terms of applying eco-social approaches to solve social problems.

Answering partial research questions and the main research question:

RQ1 What are the trans-semantic links created by eco-social approach application to solving social problems during the coronavirus pandemic? On the basis of the presented results, the following links can be stated:

- the eco-social approach was reflected in the context of immunological paradigm change confirmed when using the topos of numbers (number of infected and victims) in argumentation strategies related to the importance of pandemic and taken measures.

- using the topos of history (consequences of previous global pandemics) to form regulated global relations under the influence of "healing" pragmatic metahumanism and thus supporting "healing" economic measures.

- internalization of infra-penalty as a part of the biopower use as a means to empower the social client in solving social problems via the topos of usefulness when justifying the importance of anti-epidemic measures.

RQ 2 What are the basic needs connected to the ecologically oriented social work application in relation with the solution to social problems during the coronavirus pandemic? These needs are mainly:

- The need for social workers' own experience with "mutual faultification" of social problems when drastic measures were taken in several facilities providing social services. It is justified by the topos of danger and threat.

- the reflection of global social risks combination during the first phase of the coronavirus pandemic in the Slovak Republic connected to the topos of democracy and to the need to protect human rights of people in quarantine.

- cessation of self-destructive social trends linked with eco-social risks of creating economic profit. This need is represented by the topos of usefulness that is connected to justifying the impact of limited economic activity on the reduction of the environmental burden.

- the need to determinate human behaviour not only externally but also internally is represented by the topos of uselessness, which explains socioeconomic consequences of pandemic on the fact that social problems such as unemployment were created.

RQ3 What are related eco-social topics linked to solving social problems during the coronavirus pandemic through ecologically oriented social work? Based on obtained results, these topics are mainly:

- the importance of man's awareness about our dependence on the environment in which we live created by the topos of disadvantage, that shows short-term positive impact of the pandemic on the environment and it is expected that the situation after pandemic will deteriorate.

- the support of social cohesion and members of the society. These members are a socio-integrative participative component of the human capital. They can be supported via the topos of financing that shows a correlation between the development of the epidemiological situation and gradual releasing of measures.

-the importance of reducing pressure from the social structures which causes self-exploitation of modern man. This 'man' is a subject of productivity represented by logical illusion, that working from home and home education of kids, especially from marginalised communities can be performed simultaneously.

RQ4 What are the fundamental issues linked with the application of a eco-social approach to solving social problems during the SARS-CoV-2 pandemic? Based on the presented results it can be stated that these issues are:- the issue of the limit to the extensive development in today's society, the issue of society-wide social work sustainability of its own topics related to asserting client's interests, the issue of recognising the clients' rights when dealing with social problems, to prevent the abuse of power and marginalisation of different social work target groups and the issue of how the transition from disciplinary to performance society affects the formation of defects in the social system.

RQ5 What are the new topics brought up by the eco-social approaches application to solving social problems during the SARS-CoV-2 pandemic? The main topic is related to the inability to solve social problems exclusively on an individual level and the need of interpersonal and society-wide solidarity. Other topics are related to the extension of social work dual mandate by the self-possession right, to the limit of human existence, narratively communicated critical social situation and the need to deal with the clients' problems communicated both orally or in written form while solving their social problems, social work automation and standardization and the risks of technocratism while solving social problems.

RQ6 What is the theoretical background of social work focusing on lifeworld in solving the clients' social problems related to the coronavirus pandemic? The theoretical background of social work focusing on lifeworld in solving social problems is based on theoretical-empirical reflection on a client's day-to-day life in a socially problematic situation. This theoretical background includes reflection on the materialistic and non-materialistic aspects of the client's environment, including a social worker and their professionalism when the social problems are legislatively relevant. The background is also affected

by social clients' material deprivation associated with precarity, e.g. when assessing the clients' life situation. When answering the third research question it is necessary to lay stress on socioeconomic contexts as to why the social problems emerged, existed or dissolved.

On the basis of these conclusions this main research question can be answered: In what way can environmental social work approximate axiological and praxeological changes of modern industrial companies after the coronavirus pandemic? Based on research results, analysis and discussion it can be stated that the eco-social approach can contribute to approximation of changes related to fundamental values and practices of modern industrial companies. These changes may be obtained due to environmental social work by establishing generally accepted principles used in a controlled global relation forming process, by saturation of new eco-social needs and permanent implementation of eco-social topics into social discourse. Other helpful methods can be seen in using environmental interventions in clients' natural environment as well as solving social problems by using various resources. Moreover, social work students and other helping professions should pay attention to the narrative component when identifying social problems during their postgraduate preparation.

Other research was conducted during the first wave of the SARS-CoV-2 pandemic in the Slovak Republic. The Institute for sociology of SAS conducted the series of research studies "Ako sa máte, Slovensko?" (How are you, Slovakia?) of which the first two were undertaken from March to April 2020. These research studies were made during the strictest measures established after the first diagnosed case of COVID-19 in Slovakia. Research studies "Ako sa máte, Slovensko?" (How are you, Slovakia?) undertaken from March 2020 and April 2020 are available online in the Slovak archive of social data (http://sasd.sav.sk/sk/aktuality.php?id=1363&r=1). Both studies were conducted by quota selection from the MNFORCE company online panel. The sample was selected to represent the following socio-demographic factors: sex, age, region, size of the place of residence and level of education. The research covers only part of the population that have access to the internet.

Therefore, older respondents without internet access are absent from the research. The research "Ako sa máte, Slovensko? March 2020" shows the situation after the first case of COVID-19 was diagnosed in Slovakia on 6 March 2020. At the time of data collection (6 March 2020) there was an obligation to wear a face mask in Slovakia. Schools and shops (except for groceries, pharmacies, medical supply stores, chemist's, petrol stations, banks, posts and some others) were closed before the data collection. The research is focused on public concerns about the disease, expected duration of the epidemic, consent and adherence to quarantine measures and changes in behaviour during the epidemic. Concerns about work, income situation changes, changes in leisure activities and family relations are collected as well. In addition, it also shows respondents' different shopping behaviour in that period (MNFORCE, s.r.o. Seesame, s.r.o. the Institute for sociology of SAS. Institute for Research in Social Communication SAS. Ako sa máte, Slovensko?, March 2020). The second research "Ako sa máte, Slovensko?, April 2020" is focused on quarantine measures taken during the second month after the first diagnosed case of COVID-19 Slovakia on 6 March 2020. The ban of movement between districts during Easter ended one week before the data collection. It was the most restrictive quarantine measure taken in Slovakia at that time. The research is focused on public concerns about the disease, expected duration of the epidemic, consent and adherence to quarantine measures and changes in behaviour during the epidemic, approving the measures and government interference in personal liberty. Concerns about work, income situation changes, changes in leisure activities and family relations are collected as well. These questions were asked also in a piece of compatible research named 'Austrian Corona Panel Project' carried out at the same time in Austria (MNFORCE, s.r.o. Seesame, s.r.o. the Institute for sociology of SAS). Institute for Research in Social Communication SAS. Ako sa máte, Slovensko?, April 2020).

In 1970s, Norwegian philosopher Arne Naess introduced the deep ecology concept, in which he pointed out that fundamental values and practices of modern industrial companies need to be changed and re-evaluated in a radical way (Besthorn, 2011). The present basis of environmental ethos needs to be

reformulated over time. These changes should be made on a basic level and, as this monograph indicates, when applying eco-social approaches to solve social problems. The interpretation and context of recommendations for social work research and practice could be changed due to further development of the pandemic situation and its impact on society. These recommendations are related to solving social problems that correspond with the eco-social approach in social work. If the pandemic situation requires long-term measures, they will lead to significant social changes. The first wave of coronavirus pandemic has already indicated the presence of these changes. It is assumed that their intensity and the amount will increase in the following period.

The SARS-CoV-2 pandemic highlighted the importance of time management and concentration when resolving complex social problems. Multitasking was an important skill for survival in the wild and it should not be applied automatically in modern society. According to Krastev (2020, pp. 92 - 93) the virus revealed the limits of re-nationalisation and accelerated deglobalisation trends caused by the deep recession in 2008 and 2009. These limits are related to ineffective global supply networks (e.g. medical supplies) and the need for a strong national state that can gather necessary resources in the time of crisis. In this age of "liquid modernity" it is better to choose focused deep work when solving current social problems (see Newport, 2016). This meaningful and competent work may bring more effective and sustainable results. It is recommended to expand the research of deep work's benefits and limits in practice, especially in environmental social work.

During the coronavirus pandemic the human population found itself in danger. It is not only related to public health but also to other topics discussed during international negotiations at the highest level (e.g. EU measures in response to COVID-19), social consequences and self-destructive behaviour concerning family life, care for the elderly or work performance. Professions that could not be undertaken from home resulted in serious problems with work performance during a state of emergency. These problems were solved due to a "kurzarbeit" system applied in the Slovak Republic in the first wave of pandemic. Short term working (kurz arbeit) is a system in which employees and

employers can agree on reduced working time and wages or they are forced to accept it. The state is involved in this system and it usually partly covers wages in order to save jobs in the economy. Short term working is available for all companies that are temporarily forced to reduce or close their businesses. Companies can keep their employees as they will receive almost a full salary and can go back to work after the crisis. The Kurzarbeit system originated in Germany in 1918 and it is still widely used there. According to the OECD it saved 500 thousand jobs during the Great Recession in 2008 and 2009.

Due to the dramatic changes in professional structure and work automation, that are expected to emerge in the next 30 years (until 2050), the human component will be less significant. As to that, it is necessary to highlight the therapeutic dimension of employment rather than work performance. Motivation, socialization and the socio-cohesive impact of social work on the social client and on society will be more important when solving social problems.

Environmental interventions include methods that help solving problems in specific social environments. Current changes in the social environment and society affect social workers around the world as their work conditions during the pandemic are risky, restrictive and stressful and they have to deal with difficult ethical dilemmas. The Ministry of Labour, Social Affairs and Family of the Slovak Republic prepared the Pandemic Plan (2020) that, inter alia, identifies risk groups working for the Ministry. As far as social services are concerned, these risk groups are nurses, medical assistants, physiotherapist, social workers, social work assistants, social rehabilitation instructors, work-skill development instructors, special education teachers, social pedagogues, curative teachers, childcare workers, psychologists, field social workers, other workers in direct contact with social workers, employees from the department of social services quality assessment and accreditations and employees from the department of supervision of provided social services. The field of social-legal protection of children and social guardianship identifies the following risk groups: nurses, social workers, social worm assistants, special education

teachers, curative teachers, social pedagogues, psychologists, surrogate parents, educators and other professions in direct contact with kids and family.

Solution of an unfavourable social situation is determined by various resources that someone has available. These resources may be financial, material, natural, personal or informational. In the first wave of the pandemic, ordinary citizens pointed to lack of information sources (quantitative problem) and low information relevance (qualitative problem): In spite of many hoaxes it is still unknown which animal infected the first SARS-CoV-2 positive patient. According to genetic analysis it may be a bat. Infection through a bat soup, or any other heat-treated animal source food[44], is unverified and implausible. As long as sources are natural e.g. related to new job opportunities, it is necessary to assert eco-social approaches. Social work reforms and proposed changes should contain environment-friendly and sustainable use of resources, such as drinking water, electric energy or food. These resources cannot be taken for granted. History shows the problems related to increasing water consumption, unhealthy food consummation or depletion of non-renewable resources.

Uncertain times related to spread of the coronavirus affect stable process related to solving social problems. A technocratic approach may affect (Newport, 2016, p.63) how a problem is solved, e.g. the lack of complete instructions can cause a transformation of busyness into an activity of self-preservation. This "strategy" is used by employees at the risk of losing their jobs or clients of the Office of Labour, Social Affairs and Family when they are legislatively enforced to cooperate and to fulfil the obligations arising from the cooperation.

Continuous fulfilment of requirements and obligations deprives our life from narrative content and thus loses part of its value. To balance this, students of social work and other helping professions already study the narrative component in social problems' identification as a part of their postgraduate preparation. Data about spreading SARS-CoV-2 may be helpful as well.

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[44] https://www.tyzden.sk/politika/63285/ochorenie-covid-19-zakladne-fakty/

Inspiration can be found in various forms of innovative higher education, e.g. online libraries, storytelling, development of critical thinking or service learning. In the upcoming days after the pandemic, social cohesion support should become a fundamental part of helping professional university studies. In this way, they will be able to solve social problems through the application of an eco-social approach.

Critical Discursive Analysis and critical theory include social reality analysis (criticism of social issues) and historical variability, in particular certain approximations when describing society in a given area on basis of CDA analysis results. The end of the monograph suggests social changes that take into account the experience during the coronavirus crisis in terms of the application of eco-social approaches to solving social problems:

- To optimize connection between medical and social care during the pandemic (e.g. synergic coordination of medical staff and social workers when testing clients and employees in social service facilities or marginalised community members, effective cooperation of the Ministry of Health and the Ministry of Labour, Social Affairs and Family in asserting measures that promote public health protection).
- To increase functional participation of social workers in the pandemic outbreaks (e.g. community social work in Roma slums under quarantine, permanent workload of employees in social service facilities with detected SARS-CoV-2 infection, involvement of the Slovak Chamber of Social Workers and Social Work Assistants in the process of accepting and implementation of measures concerning social work target groups).
- Changing the role from passive (administration) to active (coordination) when solving social problems (e.g. permanent optimization of individuals' financial, and material resources concerning consequences of the pandemic in a rapidly changing environment). This suggestion based on experience and findings concerns various problems. For instance, problems related to providing social help to citizens affected by measures taken during the state of emergency, compulsory state

quarantine for all returnees, problems concerning cross-border workers and family relatives.

- - To reprofile social work as a profession, field of study and as a science after the pandemic (e.g. to identify and reflect upon ethical dilemmas created by the pandemic, to show the positive influence of imposed economic restrictive measures on the environment, to think about the importance of social cohesion when solving social problems).

The pandemic caused rapid changes in our society that are challenging for all forms of social work (profession, practice, science and theory, field of study, special education). These changes influenced the origin and existence of, and solutions to various social problems. The aim of social work is to reflect the mentioned changes but above all to value social justice, which may be considered environmental when talking in an eco-social context. The importance of environmental justice and an eco-social approach is mentioned by leading representatives in social work theory (e.g. Bay, Besthorn, Coates, Erickson, Rogge et al.). It is also supported by selected eco-social fragments and examples from the first phase of the SARS-CoV-2 pandemic in the Slovak Republic. Therefore, it can be stated that an approximation of axiological and praxeological changes when solving social problems through environmental and sustainable social work depends on the post-crisis future of environmental justice as a concept and construct.

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APPENDIX

APPENDIX 1 TIMELINE – EUROPEAN UNION ACTIONS ON COVID-19 (APRIL – MARCH 2020)

29 April

Transport ministers discuss future challenges as a consequence of relaxing measures

28 April

EU renews its commitment to support partner countries at EU-G5 Sahel meeting

28 April

Home affairs ministers discuss state of play and way forward on lifting containing measures

28 April

Energy ministers agree on central role for the energy sector in the EU recovery plan

27 April

Tourism ministers discuss the impact of COVID-19 on tourism sector

23 April

EU leaders to work on a recovery fund

22 April

Council adopts measures to allow flexible use of structural funds in COVID-19 crisis

22 April

Council adopts rules to help EU fishermen

21 April

Sport ministers discuss how to support sport sector through COVID-19 pandemic

16 April

Economy and finance ministers discuss implementation of emergency measures

16 April

Trade ministers discuss impact of COVID-19 on global trade and supply chains

15 April

Health ministers discuss a common exit strategy

15 April

Presidents Michel and von der Leyen present a roadmap to phase out containment measures

14 April

Education ministers discuss how to best support learners, teachers, schools and families

14 April

Council approves financial assistance for EU fishermen

14 April

EU makes additional €3.1 billion available to tackle COVID-19 crisis

Infographic - EU budget 2020 amended

9 April

Eurogroup puts forward €500 billion support package

8 April

Development ministers agree to launch €20 billion global response package

8 April

Council gives go-ahead to further use of cohesion resources

7 April

EU and member states to step up coordination of research efforts

6 April

Defence ministers discuss support to COVID-19 crisis response and implications on military operations

6 April

Justice ministers discuss measures in the field of justice

3 April

Foreign affairs ministers discuss the international response to COVID-19

30 March

EU adopts measures for immediate release of cohesion funds

30 March

EU adopts slot waiver to help airlines

26 March

European Council members hold third video conference on COVID-19

26 March

G20 leaders hold extraordinary video conference on COVID-19 pandemic

25 March

Agriculture and fisheries ministers discuss how to counter negative impact of COVID-19

24 March

Eurogroup assesses response to COVID-19

23 March

Finance ministers agree to ease EU fiscal rules in COVID-19 fallout

23 March

Foreign affairs ministers discuss international response to COVID-19 and repatriation of EU travellers

20 March

Council agrees its position on suspending slot requirements to help airlines

19 March

EU ministers discuss social and employment consequences of COVID-19

18 March

Council gives go-ahead to support from EU budget

18 March

EU member states join forces to keep priority traffic moving

17 March

European Council members hold second video conference on COVID-19

16 March

Eurogroup sets out ambitious and coordinated policy response

16 March

G7 leaders coordinate to address global crisis

12 March

Education ministers discuss the implications of COVID-19 on education and training

10 March

President of the European Council holds video conference with European Council members

6 March

Council holds second extraordinary meeting of health ministers to discuss the latest developments

Source:
https://www.consilium.europa.eu/en/policies/coronavirus/timeline/

APPENDIX 2 SOCIAL WORK RESPONDS TO THE SARS-CoV-2 PANDEMIC IN EARLY 2020

Change in the delivery of social services normally takes years. There are exceptions, where political direction coincides with the aspirations of the communities and social services workforce, but these are rare. What happened in the first six months of 2020 was something entirely new. A pandemic was the prompt for social workers in nearly every country to be at the forefront of advocating for and leading change.

In February and March, IFSW was receiving dozens of calls a day as the pandemic moved from one country to another. Social workers across the world were facing constant challenges in the face of inadequate resources and collapsing health and welfare systems. Working through and meeting such dilemmas has been a strong characteristic of the global social work response. Through the reports being sent in, IFSW maintained an overview of how social workers in different countries were finding answers, and at the same time encouraged learning across national boundaries. In each country, there was understandable fear and uncertainty at first. But this was rapidly followed by action and innovation, characterised by four phases of social work action:

1. Making governments recognise that a social response is imperative;

2. Advocating for social services to remain open during lockdown;

3. Adapting social services to a new world – managing ethical dilemmas;

4. Social transformation, as social workers found innovative solutions with social work values at their core.

From the earliest phases of the outbreak, social workers knew they would have to lobby hard to make governments recognise that a social response was needed alongside a medical one. They had learned this from previous experience around the world with Ebola, HIV and SARS as well as other epidemics and pandemics. Their task was informed by early reports sent to IFSW by the Chinese Association of Social Workers (CASW) about their first actions, before

the virus had spread outside China. CASW called for personal protection of social workers and developed guidelines on how the profession could support

communities through the crisis and prevent the virus from spreading. Chinese social workers set up hotlines for vulnerable populations and where possible worked door-to-door in communities, ensuring that people were safe and supported. This was the starting point of a global social work response to COVID-19. It sparked a global conversation about a new expansion of social work, stimulated by reports and calls for action published on the IFSW website.

By early March 2020, IFSW made the painful decision to cancel its public events and conferences – even though few countries had yet to enter official lockdown. But ending face-to-face gatherings and moving to online interaction was essential and reflected social work's strategy of adapting quickly to challenges. Everything possible had to be done to prevent social workers getting the virus and inadvertently carrying it back to the communities they worked within. The World Social Work Day poster, which had depicted a handshake, was changed to two people at a distance bowing to each other.

As the virus spread beyond China, lockdowns were implemented in many countries during March. A number of governments initially responded by considering social services as non-essential, believing only a medical response was needed. Social workers pushed back. South Korea was one of the first countries to follow the Chinese model of lock-down, and correspondence from the Korean Association of Social Workers on 6th March reported that "social workers who have been helping vulnerable people have become infected… resulting in a service vacuum…Community welfare centers are all closed… so vulnerable people are not eligible for service." Social workers in Romania were among those to challenge the government's closure of all social services. The social work association successfully lobbied ministers to overturn the decision. In the following days and weeks social workers in many countries won similar battles to keep social services open, until governments learned from each other and it became the norm. Because of these struggles social work and social services became a recognised part of many frontline essential services.

By the 11th March, the virus had spread to 87 countries and infected over 100,000 people and the WHO declared COVID-19 a pandemic. And, as the global scale of the crisis became apparent, so social work entered another

phase: adapting social services. Following the template provided a month earlier by the Chinese Association, social workers in countries with the internet and reliable phone services set up hotlines and WhatsApp, Zoom and Skype contacts with families and communities, developing specialised services to investigate and intervene on reports of family violence or abuse. It was a period of significant upskilling for both workers and communities. In some countries, the results were extremely positive. New Zealand social workers reported: "Our established clients are able to contact us by phone in moments of tension or when they have questions and are able to reflect on their issues far more deeply than we had experienced in more formal settings or when we visit their homes at an appointed time." Yet there were challenges – especially relating to first contacts. Social workers following up on reports of domestic violence said they found it impossible to know whether they were speaking to the person of concern in private: was there someone else in the room listening, beyond the scope of the Skype picture? With victims of violence and abuse, social workers sometimes had to convince their employers to rent motel rooms for survivors to self-isolate for two weeks before they joined others in a supported residential environment. In countries with limited internet and state social services, social workers used community networks to maximise safety. In South Africa, they worked with community leaders to reinforce messages about physical distancing and minimise fear and blame – for example against cultural minorities.

In Sierra Leone, social workers reminded communities that they already knew what to do under these circumstances – they had, after all, lived through Ebola. They knew about distancing and improving hygiene. "Social workers knew that there would be economic hardship and communities would be isolated, so they would need to build new local capacity," said George Mansaray, President of the national social work association. "We reminded them that they needed to start to manufacture their own soap as they had done under Ebola". Back in South Korea and Romania, social workers introduced systems where workers would live-in with vulnerable populations in centres rather than risk carrying the virus in and out through daily visits. This practice spread to other Asian and European countries. This, of course, was an immense

sacrifice for the workers involved. They left their distressed families and prioritised the care of society.

This adaptation of services bought with it ethical dilemmas, which are considered in more detail in the next chapter. With resources short and services underequipped, social workers were often forced to support one vulnerable population over another, knowing that the

neglected community would be left at risk. In many countries social workers were trying to help populations that were more likely to die of starvation under lockdown than of the virus itself. In Sierra Leone, rural communities ate their seed banks. In Brazil, entire communities were unable to get fresh water. In such situations social workers sought exemption from the lockdown to arrange for distribution of food, water and other essentials. They also facilitated community solidarity, supporting people to share resources and produce their own life-saving essentials. Often, throughout all this, neither social workers nor the communities they served were equipped with masks and gloves. In Italy, Spain and other countries this problem was partly resolved by social workers suggesting that families and communities made masks themselves and ensured that everyone coming into contact with them was masked.

To respond to these challenges, IFSW set up regional support systems that would enable workers to develop local decision-making frameworks that conformed with international practice standards. Alongside this, many national associations offered online ethical support systems and issued new protocols.

Things were moving fast. An update from South Korea on 22nd March illustrated how quickly services had responded from a starting point of welfare system collapse. Social workers were checking on clients with phone calls, delivering meals and offering face to face

counselling to the most vulnerable. The Korean Association of Social Workers was also coordinating support for social workers suffering from COVID-19 and the psychological effects of working under pressure, often in isolation. By April, IFSW was receiving several reports a day from countries newly affected by COVID-19, with social workers sharing challenges, worries, solutions and support. In Nepal, social workers were providing socio-psychological counselling for clients by telephone; in Nigeria, they were conducting door to door visits to assess child welfare; in Zambia, they compiled a new database of

social work volunteers; in Indonesia, they published new guidance on psychosocial interventions. IFSW and its regional structures set up regular webinars exploring ways forward, in the process reflecting on the core values and mission of the profession as its role advanced. A new phase, one of social transformation, was beginning. On a practical level, social workers around the world were innovating at an unprecedented rate: setting up new systems supporting homeless people to access shelter, starting helplines to address signs of increased domestic violence, providing online family counselling, ensuring that community leaders understood social hygiene… and countless other initiatives.

But on a larger level, something more profound was happening. Social workers were again proclaiming their role as advocates and facilitators for a more socially just world. The crisis was an opportunity not just for social work to reinvent itself, but for societies to reinvent themselves too. This was reflected in IFSW's call for action in mid-April, when it called on governments and the United Nations to develop a new ethical global framework, based on equality, that would stop viruses born in contexts of poverty and climate change. Meanwhile, national associations called on their governments to fund and support the expansion and development of social services. Over the course of a handful of weeks between January and April 2020, the global profession of social work found its feet and kept them firmly planted in the profession's values. The phases of these early months – through desperate worry for people who use social services, the struggle for recognition, adaptation, ethical evaluation and transformative practice – demonstrated a profession that had risen to meet the challenges. Next would come a reorganisation of services to fit that new sense of purpose.

Source: Truell, R. – Cropmton, S. 2020. How social work changed with COVID-19. Rheinfelden: International Federation of Social Workers, 2020. ISBN: 978-3-906820-21-7, p.11-17.

APPENDIX 3 **Nariadenie vlády č. 116/2020 Z. z. o niektorých opatreniach v oblasti sociálnych služieb v čase mimoriadnej situácie, núdzového stavu alebo výnimočného stavu vyhláseného v súvislosti s ochorením COVID-19**

116 NARIADENIE VLÁDY Slovenskej republiky zo 7. mája 2020 o niektorých opatreniach v oblasti sociálnych služieb v čase mimoriadnej situácie, núdzového stavu alebo výnimočného stavu vyhláseného v súvislosti s ochorením COVID-19

Vláda Slovenskej republiky podľa § 104a ods. 1 zákona č. 448/2008 Z. z. o sociálnych službách a o zmene a doplnení zákona č. 455/1991 Zb. o živnostenskom podnikaní (živnostenský zákon) v znení neskorších predpisov v znení zákona č. 89/2020 Z. z. (ďalej len „zákon") nariaďuje:

§ 1

(1) V čase mimoriadnej situácie, núdzového stavu alebo výnimočného stavu vyhláseného v súvislosti s ochorením COVID-19 (ďalej len „mimoriadna situácia")

a) sa neuplatňuje právo prijímateľa sociálnej služby v zariadení sociálnych služieb (ďalej len „zariadenie") na utvorenie podmienok na zabezpečenie osobného kontaktu s osobou, ktorú si sám určí, podľa § 6 ods. 3 písm. a) zákona,

b) sa neuplatňuje povinnosť obce a vyššieho územného celku poskytnúť pobytovú formu sociálnej služby v zariadení uvedenom v § 34 až 39 zákona alebo zabezpečiť poskytovanie tejto sociálnej služby podľa § 8 ods. 1 až 3 zákona; to neplatí, ak fyzická osoba, ktorá je odkázaná na pobytovú formu sociálnej služby v zariadení uvedenom v § 34 až 39 zákona, spĺňa podmienku podľa § 8 ods. 6 zákona a

1. bezprostredne pred začatím poskytovania tejto sociálnej služby jej bola poskytovaná sociálna služba v zariadení podľa § 104a ods. 4 zákona najmenej po dobu štrnástich dní alebo sa jej poskytovala ústavná zdravotná starostlivosť v zdravotníckom zariadení a absolvovala počas tohto pobytu alebo tejto ústavnej zdravotnej starostlivosti testovanie na ochorenie COVID-19 s negatívnym výsledkom, alebo

2. vybrala si poskytovateľa sociálnej služby podľa § 104a ods. 3 zákona; prijímateľ sociálnej služby sa najmenej po dobu štrnástich dní umiestni v obytnej miestnosti vytvorenej na účel

preventívneho oddelenia od ostatných prijímateľov sociálnej služby a absolvuje testovanie na ochorenie COVID-19,

c) sa neuplatňuje povinnosť neverejného poskytovateľa sociálnej služby podľa § 8 ods. 9 zákona; to neplatí, ak fyzická osoba, ktorá je odkázaná na pobytovú formu sociálnej služby v zariadení uvedenom v § 34 až 39 zákona, spĺňa podmienky podľa písmena b),

d) poskytovateľ pobytovej formy sociálnej služby v zariadení uvedenom v § 34 až 39 zákona nemôže prijať do zariadenia fyzickú osobu, ak nie sú splnené podmienky podľa písmena b),

e) lehota podľa § 68 ods. 1 písm. f) a g) a § 68 ods. 2 písm. a) a f) zákona neplynie,

f) sa týždenná pobytová forma sociálnej služby v zariadení poskytuje aj počas soboty, nedele, štátneho sviatku a ďalšieho dňa pracovného pokoja, ak sa prijímateľ sociálnej služby a poskytovateľ sociálnej služby nedohodnú na jej prerušení počas obdobia trvania mimoriadnej situácie.

(2) V čase mimoriadnej situácie a v období do konca kalendárneho mesiaca bezprostredne nasledujúceho po mesiaci, v ktorom skončila mimoriadna situácia, sa

a) neuplatňuje povinnosť poskytovateľa sociálnej služby uvedenej v § 26, 27 a 29 zákona dodržiavať maximálny počet prijímateľov sociálnej služby na jedného svojho zamestnanca a minimálny percentuálny podiel odborných zamestnancov na celkovom počte zamestnancov podľa § 9 ods. 4 zákona,

b) ubytovanie v nocľahárni môže poskytovať počas celého dňa,

c) neuplatňuje § 68 ods. 1 písm. c) zákona, ak dôvodom na neplnenie finančných podmienok na poskytovanie sociálnej služby je mimoriadna situácia.

§ 2

(1) V čase mimoriadnej situácie sa § 41 ods. 3 písm. d) zákona neuplatňuje, ak

a) domáca opatrovateľská služba má byť poskytovaná fyzickej osobe, ktorej je nariadená karanténa pre podozrenie z nákazy ochorením COVID-19 alebo z dôvodu ochorenia COVID-19, a neposkytnutím domácej opatrovateľskej služby by bol ohrozený život alebo zdravie tejto fyzickej osoby a

b) pri poskytovaní domácej opatrovateľskej služby sú splnené podmienky na predchádzanie šírenia ochorenia COVID-19 vrátane vybavenosti opatrovateľa osobnými ochrannými pracovnými prostriedkami.

(2) Pri poskytovaní domácej opatrovateľskej služby podľa odseku 1 dohodne prijímateľ sociálnej služby s poskytovateľom sociálnej služby rozsah poskytovaných úkonov v zmluve o poskytovaní sociálnej služby tak, aby sa minimalizovalo riziko ohrozenia života alebo zdravia prijímateľa sociálnej služby a opatrovateľa.

§ 3

Doklady o výške príjmu podľa § 72a ods. 5 zákona a potvrdenie o príjme podľa § 74 ods. 3 písm. e) zákona možno v čase mimoriadnej situácie nahradiť čestným vyhlásením.

§ 4

(1) V čase mimoriadnej situácie a v období do konca kalendárneho mesiaca bezprostredne nasledujúceho po mesiaci, v ktorom skončila mimoriadna situácia, sa finančný príspevok na prevádzku poskytovanej sociálnej služby podľa § 77 zákona poskytuje neverejnému poskytovateľovi

a) ambulantnej formy sociálnej služby v zariadení uvedenom v § 34 až 40 zákona v plnej výške aj vtedy, ak sa táto sociálna služba neposkytuje z dôvodu mimoriadnej situácie a tento neverejný poskytovateľ sociálnej služby prostredníctvom svojich zamestnancov poskytuje sociálnu službu v domácom prostredí prijímateľa sociálnej služby alebo poskytuje týmito zamestnancami sociálne poradenstvo, pomoc pri zabezpečovaní nevyhnutných podmienok na uspokojovanie základných životných potrieb alebo pomoc pri nevyhnutných úkonoch sebaobsluhy fyzickým osobám, ktoré dovŕšili vek potrebný na nárok na starobný dôchodok, a fyzickým osobám s ťažkým zdravotným postihnutím,

b) pobytovej formy sociálnej služby v plnej výške aj vtedy, ak sa táto sociálna služba neposkytuje z dôvodu neprítomnosti prijímateľa sociálnej služby viac ako 30 po sebe nasledujúcich dní.

(2) Na účel určenia výšky finančného príspevku na prevádzku poskytovanej sociálnej služby podľa odseku 1 sa použije počet prijímateľov sociálnej služby, ktorým sa ku dňu vyhlásenia mimoriadnej situácie poskytovala sociálna služba neverejným poskytovateľom sociálnej služby s finančnou podporou na základe uzatvorenej zmluvy o poskytovaní finančného príspevku na prevádzku poskytovanej sociálnej služby.

§ 5

Ak z dôvodu objektívnej prekážky spočívajúcej v dôsledkoch mimoriadnej situácie nie je možné zabezpečiť podklad na vydanie rozhodnutia v konaní podľa § 80 písm. c) a § 81 písm. b) zákona, lehota v tomto konaní neplynie do odstránenia tejto prekážky, najneskôr do konca kalendárneho mesiaca bezprostredne nasledujúceho po mesiaci, v ktorom skončila mimoriadna situácia.

§ 6

(1) Opatrovateľ je v čase mimoriadnej situácie aj fyzická osoba, ktorá absolvovala zaškolenie na vykonávanie pracovnej činnosti opatrovateľa pri poskytovaní sociálnej služby uvedenej v §

34 až 41 zákona, poskytnuté poskytovateľom tejto sociálnej služby prostredníctvom zamestnanca, ktorý spĺňa podmienky ustanovené v § 84 ods. 8 zákona.

(2) Vecný a časový rozsah zaškolenia určí poskytovateľ sociálnej služby v závislosti od úkonov, ktoré bude opatrovateľ podľa odseku 1 poskytovať.

§ 7

Ustanovenia zmluvy o poskytovaní sociálnej služby a ustanovenia zmluvy o poskytnutí finančného príspevku na prevádzku poskytovanej sociálnej služby, ktoré nie sú v súlade s týmto nariadením vlády, sa neuplatňujú.

§ 8

(1) Správny orgán odpustí zmeškanie lehoty podľa § 68 ods. 1 písm. f) a § 68 ods. 2 písm. a) zákona, ktorá uplynula v čase mimoriadnej situácie do účinnosti tohto nariadenia vlády, ak bol zmeškaný úkon vykonaný do 30 dní od skončenia mimoriadnej situácie.

(2) Správny orgán odpustí zmeškanie lehoty v konaní podľa § 80 písm. c) a § 81 písm. b) zákona, ktorá uplynula v čase mimoriadnej situácie do účinnosti tohto nariadenia vlády z dôvodu objektívnej prekážky spočívajúcej v dôsledkoch mimoriadnej situácie, ak bol zmeškaný úkon vykonaný do 30 dní od odstránenia tejto prekážky, najneskôr do konca kalendárneho mesiaca bezprostredne nasledujúceho po mesiaci, v ktorom skončí mimoriadna situácia.

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§ 9

Toto nariadenie vlády nadobúda účinnosť dňom vyhlásenia.

Igor Matovič v. r.

Source: https://www.employment.gov.sk/sk/koronavirus-pracovna-socialna-oblast/

APPENDIX 4 Plán riešenia ochorenia COVID-19 v marginalizovaných rómskych komunitách

Plán riešenia ochorenia COVID-19 v marginalizovaných rómskych komunitách

(schválený uznesením vlády Slovenskej republiky č. 196 zo dňa 02. apríla 2020)

Základné informácie

Marginalizované rómske komunity (ďalej len „MRK") tvoria špecifickú rizikovú skupinu v rámci prevencie a ochrany obyvateľstva pred šírením koronavírusu. V MRK je viac faktorov, ktoré poukazujú na vyššiu ohrozenosť tejto skupiny. Medzi tieto faktory patria zlý zdravotný stav vrátane neliečených a chronických chorôb, nedostatočné hygienické podmienky vrátane prístupu k pitnej vode, zhoršený prístup k zdravotným službám, nižšie povedomie o správnej hygiene, vyššia hustota obyvateľstva, migrácia príslušníkov MRK za prácou do a zo zahraničia. Pri súčasnej epidemiologickej situácii v Európe zaznamenávame zvýšený návrat príslušníkov MRK zo zahraničia na Slovensko. Keďže sa vracajú a cestujú cez krajiny s výrazne horšou epidemiologickou situáciou, je veľké riziko zánosu ochorenia COVID-19 do rómskych osád s extrémne vysokou pravdepodobnosťou jeho šírenia a vzniku epidémií v týchto osadách a následne aj mimo nich.

Cieľová skupina

Atlas rómskych komunít z roku 2019 udáva 819 obcí na Slovensku, kde sú prítomné MRK. Nie všetky sú rovnako ohrozené. Ak je možné koronavírus SARS-CoV-2 udržať mimo týchto lokalít, využijúc ich relatívnu izolovanosť, vieme sa odbremeniť od veľkej časti problému. Naopak, v hustom priestore týchto koncentrácií sa vírus môže šíriť rýchlo a spôsobovať veľké komplikácie a šírenie epidémií. Permanentný krízový štáb pripravil zoznam vysoko ohrozených osád a lokalít, ktoré sú špecifické svojou hustotou a počtom obyvateľstva, ako aj zlými životnými podmienkami. Celkovo určil 1044 takýchto osád, kde žije 260 000 ľudí. Disponuje informáciami, že približne 1400 príslušníkov MRK prišlo nedávno zo zahraničia a asi u 220 sa pozorovali klinické príznaky respiračného ochorenia.

Odbery a testovanie klinických vzoriek

V súčasnej situácii je nevyhnutné zistiť, ktoré osoby majú ochorenie COVID-19. Keďže ochorenie COVID-19 má podobné príznaky ako ďalšie respiračné ochorenia, môžeme ho identifikovať iba laboratórnym vyšetrením. Preto je nevyhnutné, aby sa všetkým osobám, ktoré sa nedávno vrátili zo zahraničia (pred 14 dňami) a osobám s prítomnými klinickými príznakmi respiračného ochorenia odobrali klinické vzorky na laboratórne vyšetrenie. Všetkým osobám, ktoré sa nedávno vrátili zo zahraničia, treba nariadiť prísnu karanténu a kontrolovať jej dodržiavanie. Odbery klinických vzoriek zabezpečia odberové skupiny príslušníkov Ozbrojených síl Slovenskej republiky, za asistencie polície a mimovládnych organizácií. Taktiež zabezpečia aj transport na určené regionálne úrady verejného zdravotníctva (ďalej len „RÚVZ"). Testovanie klinických vzoriek zabezpečí RÚVZ so sídlom v Košiciach, RÚVZ so sídlom v Banskej Bystrici, RÚVZ so sídlom v Trenčíne a Úrad verejného zdravotníctva Slovenskej republiky (ďalej len „ÚVZ SR") metódou RT-PCR. Výsledky z laboratórnych vyšetrení sa vkladajú do informačného systému ÚVZ SR COVID-19 napojeného na Národné centrum zdravotníckych informácií. Údaje z neho sa automaticky presunú do Epidemiologického informačného systému EPIS. Národné centrum zdravotníckych informácií zabezpečí hlásenie údajov príslušnému RÚVZ a ÚVZ SR.

Manažment osôb so známym výsledkom laboratórneho vyšetrenia

Príslušný regionálny hygienik po zvážení všetkých dostupných informácií rozhodne a určí postup, či osoby s ochorením COVID-19 budú riešené individuálne, alebo bude v karanténe celá osada. Ak sa budú riešiť individuálne, stredne ťažké a ťažké prípady budú hospitalizované v určenom zdravotníckom zariadení, ľahšie formy v karanténnom ubytovacom zariadení (ubytovne, improvizovaná nemocnica, školy a pod.) Je potrebné testovať všetky prípady ochorenia. Ak bude v karanténe celá osada, ťažšie prípady budú hospitalizované v určenom zdravotníckom zariadení. Ostatní zostávajú v domácej izolácii a je im priebežne poskytovaná zdravotná starostlivosť za účasti vojenských zdravotníkov, mimovládnych organizácií a dobrovoľníkov. V tomto prípade má zmysel testovať len uzdravených. Osoby, ktorých laboratórne výsledky boli negatívne na ochorenie COVID-19, zostávajú v osade bez ďalších obmedzení. Osoby, u ktorých sa laboratórne potvrdil COVID-19 a majú

prítomné klinické príznaky, budú po indikácii lekárom prevezené na hospitalizáciu do určených zdravotníckych zariadení. Osoby, u ktorých sa laboratórne potvrdilo ochorenie COVID-19 a nemajú žiadne klinické príznaky respiračného ochorenia, budú prevezené do karantény do určených ubytovacích zariadení. Po 14-dňovej karanténe sa im odoberie 2x klinická vzorka na laboratórne vyšetrenie. V prípade, ak sú tieto výsledky vyšetrení negatívne, budú pacienti prevezení domov.

Hospitalizácia a liečba v zdravotníckych zariadeniach

Zdravotnícke zariadenia ústavnej zdravotnej starostlivosti musia mať zabezpečené prevádzkové opatrenia v súlade s Usmernením hlavného hygienika Slovenskej republiky v súvislosti s ochorením COVID-19 spôsobeným koronavírusom SARS-CoV-2. Ministerstvo zdravotníctva SR určí zoznam zdravotníckych zariadení, v ktorých budú osoby s potvrdeným COVID-19 hospitalizované a liečené. Liečba pacienta s ochorením COVID-19 sa riadi klinickými protokolmi (www.standardnepostupy.sk). Zo zdravotníckeho zariadenia ústavnej zdravotnej starostlivosti sú pacienti po ústupe klinických príznakov a ak to zdravotný stav umožňuje prevezení do 14 dňovej karantény do určených ubytovacích zariadení, po ktorej sa im odoberie 2x klinická vzorka na laboratórne vyšetrenie. V prípade, ak sú tieto výsledky vyšetrení negatívne, budú pacienti prevezení domov.

Karanténa v ubytovacích zariadeniach

Do karantény v ubytovacích zariadeniach sú umiestnené osoby, u ktorých sa laboratórne potvrdilo ochorenie COVID-19 a sú bez klinických príznakov respiračného ochorenia a osoby s potvrdeným COVID-19, ktoré boli hospitalizované, ustúpili u nich klinické príznaky a ich zdravotný stav im umožňuje opustiť zdravotnícke zariadenie. Pacienti sú v 14 dňovej karanténe, po ktorej sa im odoberie 2x klinická vzorka na laboratórne vyšetrenie. V prípade, ak sú výsledky vyšetrení na COVID-19 negatívne, môže sa takáto osoba vrátiť domov.

Karanténa osady

COVID-19 je infekčné ochorenie vyvolané koronavírusom SARS-CoV-2. Vírus sa prenáša kvapôčkami sekrétu pri kašli, kýchaní a rozprávaní. Ohrozené sú osoby po blízkom alebo dlhšie trvajúcom styku s nakazeným. K prenosu infekcie dochádza aj kontaminovanými predmetmi. Ochorenie postihuje hlavne osoby z domácnosti a okolia chorého. V prípade, že v osade bude viac ako 10 % osôb, ktorí budú pozitívne testovaní na ochorenie COVID-19, nemá zmysel dávať ľudí do karantény do ubytovacích zariadení, ale je nutné dať do karantény osadu ako celok. Platí však, že osoby, u ktorých sa laboratórne potvrdil COVID-19 a ich telesná teplota je vyššia ako 38 °C a sú prítomné ďalšie príznaky ako dýchavičnosť a kašeľ, budú prevezené na hospitalizáciu do určených zdravotníckych zariadení. V tomto prípade má zmysel testovať len uzdravené osoby. Pri karanténe osady je potrebné uzatvoriť osadu, zabezpečiť informovanosť a komunikáciu, bezpečnosť, zabezpečiť osobitné sledovanie úzkych kontaktov, zabezpečiť zásobovanie osady potravinami a vodou, zabezpečiť zdravotnícku pomoc a v prípade potreby zvážiť zriadenie improvizovanej kuchyne a nemocnice.

Mgr. RNDr. MUDr. Ján Mikas, PhD. v.r.

hlavný hygienik Slovenskej republiky

Source: https://www.employment.gov.sk/sk/koronavirus-pracovna-socialna-oblast/

APPENDIX 5 Odporúčané postupy a formy pomoci a podpory seniorom v súvislosti so zvýšeným rizikom šírenia nákazy vírusom COVID-19

Seniori sú jednou z najohrozenejších skupín v čase šírenia nákazy COVID-19 – koronavírus, preto je potrebné im venovať špeciálnu pozornosť. Väčšina seniorov žije osamelo v bytoch alebo domoch a nemajú prístup k potrebným informáciám, ani k potrebným ochranným pomôckam. Starší ľudia majú väčšinou problémy s pohybom a mobilitou, buď ide o úplne imobilných alebo ťažko pohybujúcich sa starších ľudí, ktorým toto obmedzenie znemožňuje zabezpečiť si základné životné potreby. V posledných dňoch zaznamenala organizácia Fórum pre pomoc starším vysoký počet hovorov od starších ľudí so žiadosťou o poskytnutie informácií ohľadne šíriacej sa nákazy koronavírusom s prosbou o poskytnutie kontaktov, kde a na koho sa obrátiť. Na senior linke Fóra pre pomoc starším, kde poskytujú bezplatné telefonické poradenstvo a pomoc starším občanom denne zaznamenávajú množstvo telefonátov. Seniorov trápi najmä osamelosť a izolácia. V médiách je pretlak informácii ohľadne momentálnej situácie, avšak pre seniorov to môže byť mätúce, preto je potrebné, aby boli informácie pre seniorov dostupné a zrozumiteľné. Nesmieme zabúdať ani na menej technicky zdatných seniorov, ktorí môžu mať problém s modernou technikou alebo internetom. Práve preto sme sa rozhodli priniesť tým najzraniteľnejším skupinám občanov odporúčania ako postupovať v rôznych prípadoch, kde hľadať pomoc, kam zavolať a porozprávať sa o starostiach, problémoch alebo o situácii okolo nákazy COVID – 19. Seniorov na účely odporúčaných postupov a foriem pomoci a podpory v súvislosti so zvýšeným rizikom šírenia nákazy vírusom COVID-19 možno rozdeliť do nasledujúcich cieľových skupín:

1. *seniori v pobytovom zariadení sociálnych služieb*
2. *seniori v domácom prostredí, odkázaní na pomoc inej osoby, opatrovaní neformálne rodinnými príslušníkmi*
3. *seniori v domácom prostredí, odkázaní na pomoc inej osoby, opatrovaní formalizovanou opatrovateľskou službou*
4. *osamelí seniori v domácom prostredí*

1. Seniori v pobytovom zariadení sociálnych služieb
Klientom, ktorým sa poskytuje sociálna služba v pobytovom zariadení sociálnych služieb a zostávajú v ňom, sa naďalej poskytuje potrebná starostlivosť. V súlade s ochrannými opatreniami sa nemajú zúčastňovať skupinových aktivít a programov, nemajú chodiť von

zo zariadenia. V zariadeniach sociálnych služieb, v ktorých sa poskytuje starostlivosť zvlášť ohrozeným skupinám klientov, sa nemajú realizovať návštevy, s výnimkou napríklad klientov v terminálnej fáze života, pričom tieto návštevy musia dodržiavať protiepidemiologické opatrenia. Je potrebné umožniť rodinným príslušníkom vziať si klienta do domácej starostlivosti a následne ich upozorniť, že v takom prípade, nebudú môcť seniora doviezť naspäť do zariadenia. Rovnako musí zariadenie dbať na zvýšené protiepidemiologické opatrenia aj u samotných zamestnancov zariadení. S klientmi sa odporúča vykonávať viac individuálnych aktivít, obmedziť sociálny kontakt s inými klientmi, pričom osoby v osobnom styku by sa nemali meniť, aby sa redukovalo riziko šírenia nákazy. Klienti by mali dostať zrozumiteľnou formou **inštruktáž o koronavíruse** tak, aby situáciu nepodceňovali, ale ani zbytočne nepanikárili.

- Treba si často a dôkladne umývať ruky teplou mydlovou vodou
- Kašlať a kýchať do papierovej vreckovky, ktorú treba po použití zahodiť; alebo do lakťovej jamky
- Obmedziť styk s ľuďmi
- Medzi ľuďmi používať ochranné rúško alebo inú ochranu tváre a okuliare
- Ochranné rúško si po použití správne skladať z tváre a podľa materiálu z ktorého je ochrana tváre vyrobená, zabezpečiť jeho hygienu (napr. textilné prať pri teplote najmenej 60 stupňov a prežehliť)

V prípade, že klienti budú tráviť viac času vo svojich obytných miestnostiach odporúča sa pripraviť návrh aktivít. Ako príklad uvádzame: (domáci rozhlas, umožniť cvičenie, prenos sv. omše, pozdravy a odkazy jubilantom, súťaže, precvičovanie pamäte napríklad cez spomienky z detstva a mladosti, rozšírenie činnosti rozvoja pracovných zručností o nové prvky a aktivity, čítanie kníh a ich prerozprávanie, relaxácia pomocou vonných olejov, hudby, pod).

Ochorenie alebo obava z ochorenia klienta – potreba vytvoriť systém izolácie:

- v prípade obavy z možnej nákazy, ale bez príznakov ochorenia musí klient zostať v karanténe na svojej izbe aj s ostatnými spolubývajúcimi – je pravdepodobné, že už tiež boli vystavení vírusu
- v prípade klinických prejavov ochorenia – premiestniť klienta na samostatnú izbu a konzultovať situáciu s lekárom a s hygienikom RÚVZ

Do takejto izby nesmú vstupovať iní klienti – je potrebné ju viditeľne označiť. Personál vstupuje do takejto izby pri dodržaní ochranných opatrení len vtedy, keď je to potrebné.

2. Seniori v domácom prostredí, odkázaní na pomoc inej osoby, opatrovaní neformálne rodinnými príslušníkmi

*Pomoc je potrebné poskytnúť rodinným príslušníkom - **domácim neformálnym opatrovateľom**, pokiaľ ju potrebujú, a to najmä s nákupom nevyhnutných liekov, potravín a drogérie, ak sa rodinný príslušník nemôže od opatrovaného seniora vzdialiť za účelom nákupu na dlhšiu dobu.*
V prípade karantény neformálneho opatrovateľa (pre ochorenie alebo podozrenie z ochorenia), je potrebné zabezpečiť pomoc zvonka (viď bod č. 3).

*3. Seniori v domácom prostredí, odkázaní na pomoc inej osoby, opatrovaní formalizovanou opatrovateľskou službou. U tohto okruhu seniorov by sa situácia nemala v dôsledku šírenia ochorenia COVID-19 osobitne meniť, opatrovateľskú službu je potrebné aj naďalej poskytovať. Opatrovateľka/opatrovateľ naďalej vykonáva svoju prácu, musí však dodržiavať protiepidemiologické opatrenia. Opatrovateľky/opatrovatelia musia byť vybavení dostupnými **ochrannými pomôckami**. Vzhľadom na možnú návštevu viacerých klientov denne, a tiež presuny opatrovateliek/opatrovateľov pešo alebo verejnou hromadnou dopravou je pritom rozhodujúcou skutočnosťou, aká úroveň protiepidemiologických opatrení je v konkrétnom prípade a v konkrétnom čase účelná a potrebná. Vzhľadom na problém dostupnosti ochranných pomôcok, je potrebné urobiť aspoň čiastkové, radšej nedokonalé ochranné opatrenia, ako žiadne. Nakoľko sa môže **zvýšiť počet klientov na jednu opatrovateľku** (viac klientov, menej opatrovateliek – kvôli karanténe, OČR s dieťaťom a pod.), je možné so súhlasom klienta zredukovať pracovnú činnosť opatrovateľky u klienta - vecný a časový rozsah poskytovaných úkonov domácej opatrovateľskej služby – napr. obmedziť úkony základných sociálnych aktivít a starostlivosti o domácnosť. Je nutné individuálne posudzovať konkrétnu situáciu klienta. Pokiaľ je identifikovaná vysoká miera odkázanosti osoby na pomoc inej osoby poskytovateľ zváži možnosť kontaktovať rodinu, ktorá by aspoň čiastočne spolupracovala pri poskytovaní potrebnej pomoci. Ochorenie alebo oprávnené podozrenie z ochorenia klienta:*
Podľa zákona o sociálnych službách domácu opatrovateľskú službu nemožno poskytovať fyzickej osobe, ktorej je nariadená karanténa pre podozrenie z nákazy prenosnou chorobou a pri ochorení touto nákazou. Ak je život a zdravie tejto fyzickej osoby vážne ohrozené v dôsledku nemožnosti poskytnutia opatrovateľskej služby počas tejto doby karantény a potrebnú osobnú pomoc nevie alebo nemôže poskytnúť rodina alebo iná osoba žijúca

v domácnosti klienta v karanténe, je potrebné zabezpečiť tejto osobe poskytovanie ústavnej zdravotnej starostlivosti.

4. Osamelí seniori v domácom prostredí

Osamelo žijúci seniori patria medzi najzraniteľnejšiu skupinu populácie, preto je potrebné im venovať zvýšenú pozornosť. O týchto seniorov by sa predovšetkým mali postarať ich deti, priatelia, susedia alebo niekto im srdcu blízky. Apelujeme preto na deti seniorov, priateľov, susedov a známych, aby osamelých seniorov častejšie kontaktovali. Mnohokrát samotní seniori nechcú zaťažovať svojich najbližších. Je preto potrebné vyvinúť aktivitu z našej strany. Často im telefonujme, navrhnime že im nakúpime, zaujímajme s o nich, vypočujme ich. Tí zdatnejší, ktorí majú prístup k internetu môžu využívať video hovory so svojimi deťmi a vnúčatami. Pokiaľ nemajú takýto seniori žiadnych príbuzných, mala by sa o nich postarať samospráva. Mestské/miestne/obecné úrady by mali zistiť, ktorí seniori sú osamelí a nemajú nikoho, kto im pomôže najmä pri nákupoch a zásobovaní a zabránení sociálnej izolácii. Rovnako vykonávať v tejto mimoriadnej situácii vyhľadávaciu činnosť (a to aj s využitých dostupných komunikačných prostriedkov – webová stránka úradu, miestny rozhlas s poskytnutím kontaktných mailových adries alebo telefonických liniek a pod.), môžu spolupracovať napr. aj s poskytovateľmi sociálnej služby v denných centrách (kluby dôchodcov), so správcami domov a bytov vo svojom územnom obvode, a to v ich spolupráci s dotknutými seniormi. Mnohé z nich zriadili špeciálne linky, kde si môžu seniori objednať dovoz jedla, liekov. Do schránok roznášajú letáčiky s informáciami a telefónnymi číslami, preto by mali seniori, ktorí sú doma častejšie kontrolovať schránky, niektoré úrady takouto formou dokonca zabezpečujú aj rozvoz rúšok.

Mestské/miestne/obecné úrady poskytujú pomoc vo forme:

- *nakúpenie potravín, drogérie, sanitárneho tovaru*
- *donášku liekov z lekárne na elektronický recept, ktorý si senior vybaví u svojho lekára telefonicky/elektronicky*
- *odnesenie odpadu uzavretého vo vrecku (zaviazaného na uzol, previazaného šnúrkou, gumičkou)*

Pomocník minimalizuje kontakt so seniorom, nákup nosí ku dverám, chráni sa aspoň látkovým rúškom. Sprostredkovanie pomoci seniorom je možné aj dohodnutým dovozom potravín donáškovou službou, aspoň pre tých, ktorí sú v karanténe pre podozrenie alebo už chorí na COVID-19. Tento okruh seniorov by sa mal zdržiavať vo svojej domácnosti a úplne obmedziť osobné sociálne kontakty. Potrebné nákupy a úkony mimo domácnosti (napr.

odnesenie odpadu) by mali pomôcť zabezpečiť príbuzní alebo susedia, ktorí sami pomoc ponúkajú.

Tu treba byť veľmi opatrný, pretože zaznamenávame prípady, že situácia okolo šírenia nákazy COVID - 19 sa stala živnou pôdou zneužívania starších rôznymi podvodníkmi a špekulantmi, ktorí práve túto rizikovú situáciu využívajú pre svoje obohatenie, tým, že sa snažia dostať do bytov starších, pod zámienkou ponuky rôznych služieb a zabezpečenie ich potrieb. To čo sa môže zdať spočiatku ako pomoc, môže veľakrát skončiť okradnutím seniora. Objavujú sa prípady, že starších zneužívajú rôzni podvodníci, ponúkajú im napríklad zmeranie teploty, či nákupy, snažia sa dostať do ich domovov. Preto treba venovať zvýšenú pozornosť pred podvodníkmi, neotvárať cudzím ľuďom. Nepúšťajte cudzích ľudí do svojho obydlia, chráňte si svoj majetok, zdravie aj život! Pomoc prijímajte iba od osôb, ktorý sú vaši priatelia, známi alebo susedia, ktorých poznáte dlhší čas. V prípade akéhokoľvek podozrenia ohrozenia seba alebo svojho majetku volajte políciu SR na telefónnom čísle 158. Odporúčame seniorom, ktorí sú členmi rôznych seniorských organizácií, najmä tí, ktorí sú mobilní a často sa stretávali na rôznych spoločenských, kultúrnych a športových akciách ako priatelia, aby sa navzájom skontaktovali a tým čo už sú imobilní alebo sa im zhoršilo zdravie, či pribudli roky a sú osamelí ponúknuť pomoc, porozprávať sa s nimi, pomôcť im zabezpečiť dovoz stravy, nákup, či lieky. Rovnako tí, čo sa stretávali na bohoslužbách a poznajú sa navzájom, si môžu aspoň zavolať a pomáhať si navzájom, či len poskytnúť útechu. Uvedené odporúčania sa primerane vzťahujú aj na ohrozené skupiny, ktorými sú najmä:

- *osoby žijúce sami v domácnostiach - po onkologickej a imunosupresívnej liečbe, imunodeficientní pacienti, transplantovaní pacienti, ŤZP, dekompenzované DM I. typu, pacienti po prepustení z nemocnice po úrazoch a závažných operačných zákrokoch, po akútnych NCMP, so závažnými kardiovaskulárnymi ochoreniami (pľúcna hypertenzia, dekompenzácie závažného typu), dialyzovaní pacienti, psychiatrickí pacienti (potrebujú aj pomoc v rámci krízových intervencií, dohľad nad užívaním liekov)*

- *osamelí rodičia starajúci sa o deti do 2 rokov, o onkologické deti, deti s duševným a telesným postihnutím, krátkodobo choré deti (pre nemožnosť zveriť ich do opatery počas karantény napr. susedom)*

- *osamelé osoby v rámci nariadenej karantény, ale aj tí, ktorí majú po diagnostikovaní COVID 19 nariadenú liečbu v domácom prostredí*

Zdroj: https://www.employment.gov.sk/sk/koronavirus-pracovna-socialna-oblast/

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Competence of social workers within intentional, institutional and interprofession reflections and Spectator violence and its social prevention. Author's publications include more than 150 publishing units. He is the author, respectively co-author more than 20 book publications, among them for example monography Global Social Problems and Education in Social Work, Social policy for social and missionary workers and Social security and insurance. He is the author of over 100 original scientific and professional studies published in national and international anthologies and 30 articles in national and international journals. On his work have more than 300 citations at home and abroad. The present monograph Ecosocial Approaches in Solving Social Problems on the Example of the First Wave of the SARS-CoV-2 Pandemic is the result of a critical analysis of ecosocial discourse fragments in solving social problems in the first phase of the SARS-CoV-2 pandemic.