

**Programme No: 68**

**Conducted by- Department of Social Work**

**Date : June - July 2021**

**Programme title – Telecounselling services in collaboration with KeralaStateYouth Commission**

## **INTRODUCTION**

The MSW (Master of Social Work) students of Christ College (Autonomous), Irinjalakuda under the guidance of KSYC (Kerala State Youth Commission) Thrissur Co-ordinator, Mr., Sreelal have been conducting KSYC's Tele-counselling for people experiencing mental stress due to Covid 19. Ms. Jinupriya Gimmy, Ms. Greeshma Mani, Ms. Sreelakshmi Vijaykumar, Ms. Sruthy M S, Ms. Stephy P S of 2nd Year MSW and Mr. Abhijith S, Mr. Ananthaakrishnan K S, Ms. Anjali Vijayakumar, Ms. Bhavya P J, Mr. Nice Babu, Mr. Pavin C Siva of 1st Year MSW form the student team.

The students have been started the tele-counselling from 5th June 2021 till 15th July 2021, to the Covid-19 positive natives of Madakkathara and Panchayath and Irinjalakuda Municipality. The students have been gathering their basic details, their mental and physical conditions, any needs they have and have been doing follow up on patients when felt necessary. The students acknowledge the patient's situation, advise to take precautions necessary for Covid-19, and instructed them to follow the Asha workers' and the assigned doctor's instructions along with giving counselling to keep mind engaged to de-stress. The students have been able to make 774 calls to tele-counsel Covid-19 affected residents of Thrissur through the program.

As a KYSC tele counselling social work students got an opportunity to give psycho-social for almost 23 patients through two or three counselling sessions. Amidst this pandemic, there was a good positive response from people who needed counselling. People who suffered without jobs and struggled very hard during this pandemic were depressed. They did not have any good listeners to listen to their problems. Some people did not understand the consequences of COVID-19 and some feared fake news. By regular follow up method students created a good rapport with the patients and gave better opinions and suggestions which is necessary for their problems.



**Name of the volunteer : Sreelakshmi**

**Vijaykumar 2nd Year, MSW**

The social work trainee had an opportunity to provide telecounselling to the Covid patients and also the patients who had Covid previously. The trainee contacted about 50-60 patients with 6-7 patients per day. The details of the patients were reported and documented daily.



Trainee understood that some patients had symptoms and others did not have any symptoms and were in stable condition. The symptoms of most of the people included cough, cold, weakness, loose motion, less food intake, difficulty in eating food and throat pain, back pain, vomiting, headache, fever, tastelessness. Some patients also experienced change in their sound. On the other hand some patients did not show any symptoms at all and they were in stable condition. Trainee also observed that if a patient reports an increase in any symptoms such as cough or body pain they immediately have to consult the doctor and further decisions of whether to admit them in hospital or send them back home by providing medications will be decided.

Some patients were infected by Covid as they came in contact with either neighbors who were positive or their colleagues who were positive. Whenever the patient comes in contact with a positive person, he/she should immediately quarantine themselves for one week and should test themselves after one week. Trainee observed that people quarantined themselves in order to prevent the spread. They were aware of the protocols.

Some people lost their jobs due to lockdown. Also after the lockdown in order to open the shops the shopkeepers and owners need to test themselves. People working in shops were given vaccines. Tests were also conducted in camps in different places. Asha workers and doctors were constantly in touch with the patients.

Social work trainee could easily communicate with all the patients. Some patients were not interested to share much details. Trainee was able to listen to them actively and understood their situation with an empathetic attitude. One patient was in need of counselling. Trainee provided her the necessary psycho-social support and also conducted a follow-up. The trainee understood that there was still a stigma regarding Covid in the society as people exclude the patients. This created stress and anxiety among the patients.

Trainee also suggested the patients to connect with their friends and relatives in order to reduce the negative effects of isolating themselves from others. Also a sedentary life and low level of physical activities can have negative effects on the individual. Trainee also suggested the patients to engage in hobbies and activities that excite them. Disconnecting from fake news, practicing meditation, exercising and eating good food can have a positive impact on the body as well as the mind.

Fear, stress are normal when we are faced with uncertainty or unknown. So it is understandable that people are experiencing fear during this covid pandemic. Some patients experienced tension and fear. The trainee educated them regarding Covid and helped them overcome their fear by providing them proper information.

Certain patients also had queries regarding the number of days of isolation. The trainee solved their doubts and clarifications. Another patient had an increase in cough. Trainee asked the patient to contact with the doctor without any further delay. The trainee also conducted a follow-up to know about her condition.

At first the Covid pandemic was seen as a chance to spend some time with the family. But as the lockdown extended, situation started to get worse. Constant viewing of the walls around us and being in the same place for a quite long time made people feel like they are living in a cage. Being with family is a paradise but separation from friends and outside world is a complete disaster. In such a situation where physical health is given more attention than mental health, fear and mental health issues is understandable. It was great opportunity to provide counselling and mental support to people around us and do our bit in making the world a better place.

**Name : Jinupriya**

**Gimmy 2nd year**

**MSW**

As a part of KSYC (Kerala State Youth Commission), tele counseling programme for the Covid patients, the volunteer started calling from the date of 5th June 2021 to 15th July 2021. The volunteer almost had 57 calls with different patients who are affected by Covid. Majority of the patients are completely stable. They didn't need any kind of help. There were few families available who lost their related ones, in this pandemic period. And the volunteer gave psycho social support to 2 patients by giving 2 or 3 counseling sessions via phone call. The volunteer could able to minimise the psychological issues of these patients who feels isolated due to home quarantine. And the volunteer also did followup of the patient to assess the physical issues also.

Some of the patients are from the same family. Some of the patients are Highly satisfied through the calls. Through these, it helped the volunteer learn how to control the emotional involvement while interacting with the patients. One patient approached the volunteer to get an interactive session with the volunteer. The volunteer tried to keep an empathetic approach towards the patients, while having the sessions. The patients were not only have physical difficulties, they also get distracted by thinking about the financial crisis also.

The volunteer believes that, she tried her maximum to reduce the issues of the patients. This one month programme helped the volunteer to improve the competency by utilising the skills like communication, active listening, paraphrasing, clarifications, etc. The counseling sessions are kept as highly confidential by respecting the personality. And also followed the basic principles, values and ethics from the beginning till the end.

**Name of the volunteer : Greeshma**

**Mani 2nd year MSW**

As a social work trainee, it was a great opportunity to provide tele-counseling services to the people who have and had covid. This programme was organized and coordinated by Kerala State Youth Commission (KSYC) on 4th June 2021. The trainee contacted about 80 patients in which 10-15 people were contacted for provide post counseling. There were 6-7 patients per day. The trainee enquired the details of their symptoms and other problems they had and reported

and documented daily.

During the entire days ,the trainee could understand the symptoms and problems Faced by the people who have covid and their family members too. The trainee understood that not every person with covid have symptoms and others do not have any symptoms at all. The major symptoms that they had are fever, headache, breathlessness, back pain, cough, nasal congestion, loose motion, sore throat, vomiting, tastelessness. The trainee also found out the psychological problems too. Few were experienced loneliness, tension, anxiety etc. The trainee was very happy to help them to sort out their problems and support them.

The trainee believed that she could build a professional healthy relationship with the patients. That's because the patients openly shared their problems with the trainee and called back when there was any problem. The trainee frequently followed up the patients who had tension anxiety. The trainee understood that most of the patients are not well aware of covid -19 pandemic and its symptoms, especially the quarantine things too. The trainee made them aware of the pandemic and the precautions to be taken. The trainee observed that the people quarantined themselves in order to prevent the spread of Covid -19 and kept their personal hygiene things more important. The trainee also observed that if a person reports any severity in their symptoms such as cough, fever, throat pain they immediately have to consult Doctor and should take proper treatment.

During the counseling session the trainee observed that some people lost their jobs due to this pandemic. It creates a huge tension in the people. Another observation by the trainee was, a few pregnant ladies were tensed about the pandemic and they said that this follow up was a great relief to them.

The trainee believed that this was a great movement from the youth commission and it was a great help for those who undergoes this pandemic. It was a great opportunity for the trainee to be a part of this programme and could provide help along with the skills and knowledge that the trainee have. The trainee suggested to the patients that they should connect with their friends and family and to take proper medications and do physical exercise. Another important suggestion by the trainee was, the patients need to engage in activities they like and take your medicines that usually have and eat properly and healthy.

**Name of the volunteer :**

**Stephy P S2nd year MSW**

Social work got an great opportunity to interact with covid patients and provide counseling if they needed .Trainee interacted around 45 patients and collect their data's related covid 19.It includes their health issues,complaints, needs ,covid positive date,positive members in house,symptoms, treatment history, current condition of patients, ask them to need counseling.

Most of the patients are cooperative and asking their doubts, concerns, share their experiences and all. Some of patients are recovered from covid 19.

Patients had mainly the symptom of cough, body pain, back pain, head ache, throat pain, tiredness, fever, low food intake, breathing issues etc. Some of patients was admitted in hospital, covid care centers, clinics etc. Patients said that health workers and asha workers and counselors are enquired the patients about their health issues, medicines, food, other treatments. They also provide oxygen facilities to breathing difficulty patients, home care treatment for elder patients. Regular care provides for pregnant ladies. Trainee enter the data about patients in google form.

### **Name of the volunteer :**

### **Sruthi M S2nd year MSW**

The social work trainee works as one among the students providing telecounseling for covid-19 patients who suffer from distress and less mental health. It was a great opportunity for the trainee to improve her skills. The social work trainee worked under the Kerala State Youth Commission. It is a psychological service performed over the telephone. Telephone counseling ranges from individual, couple or group psychotherapy with a professional therapist to psychological first aid provided by para-professional counselors. The trainee was able to improve her skills like communication, active listening, observation, commitment and etc.

The trainee contacted many patients with covid-19 positive. She was able to contact more than forty patients. The trainee first provides a brief idea about what the trainee is up to do and the patients cooperated well with the trainee. The trainee interacted with the patients well and collected the basic information's like their age, date of covid-19 positive, current condition, health, symptoms, number of patients in the family, their needs, their panchayat, address, ward number and so on. Through that the trainee tried to build rapport among them and build belief in them. And made them understand that it's a Telecounseling process that might help them to recover if they have any psychological difficulties, emotional difficulties, and worries and explained that it's a platform for them to open up their mind. And made them understand that it's confidential.

The social work trainee observed that some patients are becoming back to normal. The social work trainee observed that some patients wish to talk to someone, that is they like the fact that government is taking the initiative to take a step for the patients. The social work trainee observed that no needed counselling or a mental support. The social work trainee observed the socio demographic profile of the patients. The social work trainee observed that the family members if the patients wear masks in their home for safety. The social work trainee observed that some patients have no symptoms and problems. And the trainee observed that some had no symptoms and problems. The trainee observed that not a single person had any discomfort with the sessions and interacted well with the trainee, only few contacts was unreachable and trainee was unable to communicate with them. The trainee observed that some of the patient's



find hard not going out and finds hard to be in quarantine. But the trainee explained them it's importance as well.

And the main symptoms the patients had was fever, headache and body pain, vomiting, stomach upset, throat pain, eye pain, taste Lessness, smell Lessness, shivering with fever and so on. The social work trainee started to learn how to communicate professionally. The social work trainee learned what are the questions to be asked to the patients are. The social work trainee how to interact with the patients. The social work trainee learned to conduct telecounselling for the patients. The social work trainee learned what are the questions to be asked to the patients.

The social work trainee was able to help the patients by providing the informations they needed and was able to successfully complete the television counselling conducted by Kerala State Youth Commission. The trainee noticed that many patients didn't want counselling because they were with in the family and communicate their worries within the family itself and never wanted a guidance. The trainee found it quite good because during the difficult time the families stand together and solve their problem together.

**Name of the volunteer :**

**Bhavya P J 1st year MSW**

The social work student contacted 74 Corona patients and collected all basic details about the physical and mental conditions. From these 75 patients, 1 of them required and asked for mental support. Social work student understood about the problems of the patient and gave mental support for all family members. Social work student supported the patients and gave suggestions for problem solving.

As a social work student, it was a great opportunity to did tele-counselling with Corona patients and could improve the communication skills by interacting different types of peoples.

**Name of the volunteer : Anjali**

**Vijayakumar 1st year MSW**

The students have been tele-counselling from 5th June 2021 to the Covid-19 positive natives of Madakkathara Panchayath and Irinjalakuda Municipality. The students have been gathering their basic details, their mental and physical conditions, any needs they have and have been doing follow up on patients when felt necessary. The students acknowledge the patients situation, advise to take precautions necessary for Covid-19, and instructed them to follow the Asha



workers' and the assigned doctor's instructions along with giving counsel to keep mind engaged to de-stress. The students have been able to make lots of calls to tele-counsel Covid-19 affected residents of Thrissur through the program. The student had calls of almost 70.

**Name of the volunteer : Nice**

**Babu 1st year MSW**

The students have been started the tele-counselling from 5th June 2021 to the Covid-

19 positive natives of Madakkathara panchayath and irinjalakuda Municipality. The students have been gathering their basic details, their mental and physical conditions, any needs they have and have been doing followup on patients when felt necessary. The students acknowledge the patients situation, advise to take precautions necessary for Covid-19, and instructed them to follow the Asha workers' and the assigned doctor's instructions along with giving counsel to keep mind engaged to de-stress. The students have been able to make many calls to tele-counsel Covid-19 affected residents of Thrissur through the program. The program was a good experience for the social work student. The volunteer did almost 65 tele calls from the beginning till the end.

**Name of the volunteer :**

**Abhijith S 1st year MSW**

The Social work student called almost 80 Covid positive patients individually and collected all the basic details about the physical and mental conditions, necessary needs etc. From this 80 patients, 2 of the members required and asked for counselling. The trainee understood the issue of the patient and conducted follow ups and suggested better solutions and gave mental support which the patient required. During the pandemic situation the patients' required support and essential care.

The social work student got an opportunity to improve the communication skills by interacting with different peoples from different communities. The student also improved skills by understanding the problems and feelings of the patients and by providing better mental support and suggesting suitable ideas for the betterment of them.

**Name of the volunteer : Pavin**

**C siva 1st year MSW**

Social work student called almost 83 Covid positive patients individually and collected all the basic details about the physical and mental conditions, necessary needs etc. The trainee understood the issue of the patient and conducted follow ups and suggested better solutions and gave mental support which the patient required. During the pandemic situation the patients' required support and essential care.







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### 3.6.3 & 3.6.4 Extension activities

The social work student got an opportunity to improve the communication skills by interacting with different peoples from different communities. The student also improved skills by understanding the problems and feelings of the patients and by providing better mental support and suggesting suitable ideas for the betterment of them.

**Name of the volunteer : Anandha**

**Krishnan KS1st year MSW**

The students have been tele-counselling from 5th June 2021 to the Covid-

19 positive patients under thrissur district . The students have been gathering their basic details,their mental and physical conditions, any needs they have and have been doing follow up on patients when felt necessary. The students acknowledge the patients situation, advise to take precautions necessary for Covid-19, and instructed them to follow the Asha workers' and the assigned doctor's instructions along with giving counsel to keep mind engaged to de-stress. The students have been able to make 774 calls to tele-counselling Covid-19 affected residents of Thrissur through the program. The student called almost 73 calls from this.

