

PROJECT CERV

PROJECT RESULT 2- RESEARCH STUDY

In 2020, a large number of people were caught by the pandemic restrictions totally unprepared for a crisis situation of such proportions. The closing of schools, restrictions applied to the freedom of movement, as well as other restrictions, affected the whole population, but they also led to the increase of inequalities that vulnerable populations encountered. The harsh measures left many vulnerable people unprepared and many of them found it very difficult to adjust. Our study aims at determining the effects of the COVID-19 pandemic and the measures undertaken during lockdown on vulnerable people.

The crisis situations increase the differences, reduce opportunities, especially for vulnerable populations, namely diminished access, increase in social inequity, as well as impact on mental health, such as anxiety, depression, psychosomatic symptoms, and other psychological problems.

Various experiences were unprecedented, such as diminished access to a regular source of food, increased risk for abuse, negative impact on quality of life, on equality and inclusion.

Participants

A total number of 274 respondents, recruited by the project partners from the beneficiaries of their organizations answered one questionnaire regarding the impact of COVID-19 measures (described below). The respondents were referred to as vulnerable people, given their status in the country, their family situation, their ethnic or social background.

		Number of participants
Organization	ADEL Slovakia	27
	CCIF Malta	42
	CHECK-IN Portugal	44
	HRYO Italy	42
	ICCIF Slovenia	43
	IRM Germany	43
	UBB Romania	33

Table 1. Distribution of participants, according to the partner organizations



Regarding their country of residence, the participants were distributed mainly according to the country in which the partner organization is based, as seen in table 2.

	Frequency	Percent
Czech republic	2	.7
Denmark	1	.4
France	9	3.3
Germany	44	16.1
Greece	2	.7
Italy	24	8.8
Lithuania	1	.4
Malta	42	15.3
Poland	1	.4
Portugal	40	14.6
Reunion island	2	.7
Romania	33	12.0
Slovakia	28	10.2
Slovenia	43	15.7
Spanish	1	.4
Switzerland	1	.4
Total	274	100.0

Table 2. Distribution of participants, according to their countries of residence

With respect to their countries of birth, as part of the respondents were immigrants to the countries of residence, the sample was highly heterogeneous. Most participants were born in Slovenia (a number of 43 of the total number), Romania (33 of the total number), Slovakia (28 participants), Italy (20 participants), Portugal (a number of 19 participants), France (a number of 17 of the total number), Germany (a number of 13), Serbia (11 participants), Macedonia (8 participants), Colombia (7 participants), Timor-Leste (7 participants), Spain (6 participants), Martinique (5 participants), Zimbabwe (5 participants), Greece (4 participants), Poland (4 participants), 3 participants from: Bosnia, Brazil, Iraq, 2 participants from each of the following: Bulgaria, Croatia, Czech Republic, Guinea-Bissau, India, Iran, Malta, Syria, and one participant from the following countries of birth: Belgium, Egypt, Georgia, Ghana, Guadalupe, Haiti, Latvia, Lithuania, Morocco, Nigeria, Pakistan, Reunion Island, Senegal, South Africa, Sudan, Tunisia, Turkey, United Kingdom, USA.

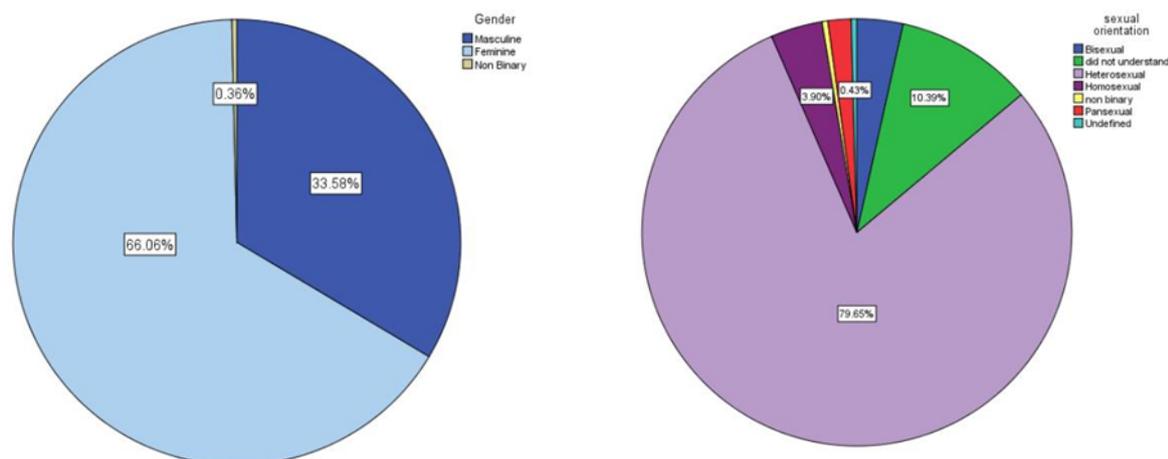


Figure 1. Distribution of participants regarding gender and sexual orientation

Regarding the distribution based on gender, most participants were women (66.1% of the total), while the rest were either men (33.6%) or non-binary (0.4%). Most participants declared they were heterosexual (around 80% of the participants who answered the question), a percentage of 3.9% homosexual, and the rest nonbinary, pansexual and undefined sexual orientation. A percentage of 10.4% did not understand the question, while a number of 43 respondents did not provide an answer to the question regarding their sexual orientation.

The age range of the participants was between 17 and 83 years, with an average of 29.94 (std. dev. 12). Regarding ethnic background, 18.2% of the participants chose not to declare it. Out of those who did, a part stated their race (44 were Caucasian, 14 African Black), while a part their ethnicity (43 Slovenian, 27 Romanian, 15 Slovak, 14 Romani, 8 Italian, 6 Serbian, 5 Arabic, 4 Iraqi, Lebanese, 3 Bosnian, French, Greek, Iranian, 2 Bulgarian, Egyptian, Macedonian, Polish, Turkish, Syrian, West Indian, and 1 participant: Belgian, Brazilian, Croatian, Czech, Hausa, Latin, mixed, Moroccan, Pakistani, Portuguese, Sinti, Spanish), and a small part their religion (1 Muslim, 1 Orthodox). When they considered their ethnic belonging, the participants in our sample found themselves in mixed categories.

Considering their native language, the participants were highly mixed:

- 43 had Slovenian as native language,
- 32 Romanian
- 28 Slovak,
- 24 French,



- 20 Italian, Portuguese,
- 11 Spanish,
- 10 Romani,
- 8 Arabic,
- 7 Tetun,
- 6 Serbian,
- 5 Shona
- 4 Greek, Iraqi, Lebanese, Polish, Shona,
- 3 Bosnian, English,
- 2 Bulgarian, Creole, Czech, Egyptian, German, Iranian, Macedonian, Punjabi, Syrian, Turkish,
- 1 Castellano, Croatian, Fula, Georgian, Italian, Hausa, Lithuanian, Maltese, Pakistani, Russian, Sinti, Twi, Wolof.

Out of the total number, many spoke other languages besides their native language, namely the language of the country of residence and languages such as English, German, French, Spanish, Italian, Portuguese, Russian, that are used in the countries where they live or are widely used throughout the world. Out of the total number of participants who provided an answer, 6.9% did not speak the language of the country of residence. A number of 16 participants declared that they were immigrants in the countries where they lived.

Regarding their marital status, out of the participants who provided an answer, 38% were single, 31% were married, 6.6% in a relationship, 4.7% were divorced, 4% not married, 0.4% engaged, 0.7% widow, 0.4 embraced celibate. The rest decided not to answer this question. A number of 5 participants declared they were the breadwinners of their families.

Regarding their profession, the participants were diverse, working in fields such as: economics, informatics, law, marketing, marketing, mechanics, merchandising, music, beauty industry, sciences, nursing, visual arts, personal assistant for a disabled child, education, police, postal office, project management, administration, social work, transportation, unqualified workers, writers, a number were unemployed (4.4% of the total), while some participants were students (31% of the total).



Instrument and procedure

For the purpose of the project, a questionnaire was developed, aiming at investigating the perception and the effects of the measures taken during the pandemic (quarantine, isolation and other measures taken during the pandemic) on vulnerable populations.

The instrument was a questionnaire that included demographic information and two parts, with areas of rights and freedoms along two main domains:

(1) quality of life:

- Financial prosperity and livelihoods (income, stability and continuity in work, public assistance, state assistance including housing, food and livelihoods, activity in general)
- Access to physical and social-emotional health services (access to quality health insurance and health services, impairment of emotional and social well-being, life-threatening)
- Gender-specific roles, responsibilities, safety within the household (responsibilities and roles in the household, decision-making power within the family, gender-based violence inside and outside the household)
- Impact due to age (exposure to hazards during the pandemic due to age, threat within own household due to age)
- The way justice has been applied (aggressive speeches by political and/or religious leaders, confrontation with prejudice, pressure, discrimination, impairment of access to justice, to legal procedures)
- The quality of information provided by the media (misinformation disseminated by the media, clarity of information provided, influence on opinions about the pandemic, safety, influence on feelings and emotions about the virus, influence on behaviour during the pandemic, how to protect oneself, influence on perception of the seriousness of the virus)
- Other types of consequences;

(2) level of support received during the pandemic:

- financial, economic support (to cope with the difficulties and challenges of the pandemic, to continue working, to work online, from home, amid restrictions)
- medical and psychological support (medical advice and recommendations, counselling to deal with difficulties and emotional challenges, information about medicines and vaccines to prevent infection, access to medicines and vaccines, support for the provision of food, medicines and other necessary supplies in case of quarantine, COVID infection or isolation)



- support for challenges within the home (regarding arguments, tensions, conflicts caused by the COVID-19 pandemic and its effects).

Questions were developed that could be completed using a Likert scale with 10 steps and other questions referred to accounts, narratives that participants considered relevant for their experience during the pandemic. The questionnaire is annexed. Various sources from the research on the impact of COVID-19 were used in the development of the questionnaire.

Procedure

A detailed informed consent was developed based on the informed consent provided by the Erasmus University of Rotterdam ([Informed consent | Erasmus University Rotterdam \(eur.nl\)](https://www.erasmus.nl/informed-consent)) that was adapted to fit the specific of our participants. The rules and regulations regarding ethics in research provided by the European Union were integrated into our procedure (see [Microsoft Word - CORDIS_informed_consent.doc \(europa.eu\)](https://ec.europa.eu/eu-justice/eu-justice-portal/en/information/information-for-researchers/microsoft-word-cordis-informed-consent-doc)). The informed consent and the agreement to participate in the study conducted in our project were signed by each participant and afterwards each of them completed the questionnaire regarding the effects of the measures taken during the pandemic on various aspects of their lives, as described in the presentation of the instrument.

Results of questionnaires

The answers provided to the questions of the questionnaire showed that our respondents experienced negative impact of the pandemic itself and/ or the measures during the period of the pandemic, in several aspects of their lives. The respondents talked about the consequences of the pandemic in regard to their lives, families, occupations, activities, opportunities and contexts. Thus, economic safety and prosperity, job stability and continuity, emotional well-being, social well-being were perceived by them as being affected in more than average degree.

A less negative impact (meaning that in average, the participants considered that they were affected to a lesser degree) was perceived on responsibilities and roles in the household, power to make decisions in the family, exposure to gender-based violence inside and outside the household, risks, and dangers due to age, education and training, access to justice, registration processes, and other legal processes.

Respondents considered that their access to public relief programmes, help from government, including housing, food, and subsistence was insured to a less than average



degree. At the same time, the access to health quality insurance and health services was better, evaluated as being more than average by the respondents. The feeling that life is at risk was prevalent, as in average the participants assessed the item with a score higher than the mean.

In turn, in average the participants did not experience hate speech by political and/or religious leaders, nor prejudice, tensions, discrimination to a high degree. Also, in average the experience of domestic violence, danger, and risk due to age in the home were low, as assessed by the respondents.

Regarding the experience of disinformation in the media, in average the score to the item was higher than the mean, which proves that an important number of respondents considered that disinformation was present. At the same time, the information received through various channels had an important impact on thoughts about pandemic, safety, as well as on feelings and emotions about the virus (e.g., how dangerous it is etc.), on behaviour during the pandemic (eg., protection measures), as well as on the perception of the dangerousness of the virus and life being at risk. If we consider that some participants did not speak the language of their country of residence, the results show important negative impact of media on the perception, feeling, and behaviors during the pandemic.

Item of the questionnaire	Min	Max	Mean	Std. Dev.
I_a_1 - impact on economic safety, income, financial safety and prosperity	1.00	9.00	5.09	2.88
I_a_2 - influence on job stability and continuity under new conditions	1.00	10.00	5.52	2.97
I_a_3 - access to public relief programmes, help from the government, including housing, food, and subsistence	1.00	10.00	4.82	3.09
I_b_4 - access to health quality insurance and health services	1.00	10.00	5.73	2.66
I_b_5 – impact on emotional well-being (feelings, emotional experiences)	1.00	10.00	5.93	2.77
I_b_6 - impact on social well-being (eg., possibility to access social network, meet friends, relatives etc.)	1.00	10.00	6.13	2.72
I_b_7 – feeling of life being at risk	1.00	10.00	5.39	2.64
I_c_8 – impact on responsibilities and roles in household (eg., changed) in terms of burden, difficult experiences	1.00	10.00	4.28	2.63
I_c_9 – impact on power to make decisions in family or household (eg., changes)	1.00	10.00	4.22	2.73
I_c_10 - exposure to gender-based violence inside and outside the household	.00	10.00	2.77	2.43
I_d_11 - danger due to age	1.00	10.00	3.38	2.52



I_d_12 - risk in the home due to age (e.g., for neglect, violence etc.)	1.0 0	10.0 0	2.79	2.43
I_e_13 – impact on education and training by the measures	1.0 0	10.0 0	4.89	3.17
I_f_14 - experience of hate speech by political and/or religious leaders	1.0 0	10.0 0	3.82	2.81
I_f_15 - experience of prejudice, tensions, discrimination	1.0 0	10.0 0	3.47	2.73
I_f_16 – impact on access to justice, registration processes, and other legal processes	1.0 0	10.0 0	3.86	2.93
I_g_17 - experience of disinformation in the media	.00	10.0 0	6.01	3.09
I_g_18 – clearness of the information during the pandemic (e.g., language in which information was provided)	1.0 0	10.0 0	6.01	2.78
I_g_19 – impact of information received on thoughts about pandemic, safety etc.	1.0 0	10.0 0	6.45	2.52
I_g_20 – impact of information received on feelings and emotions about the virus (e.g., how dangerous it is etc.)	1.0 0	10.0 0	6.42	2.62
I_g_21 – impact of information received on behavior during the pandemic (e.g., protection measures)	1.0 0	10.0 0	6.45	2.58
I_g_22 – impact of information received on perception of the dangerousness of the virus, life being at risk	1.0 0	10.0 0	6.27	2.74
II_a_1 - financial support to address difficulties and challenges of the pandemic	1.0 0	9.00	3.07	2.17
II_a_2 – support to continue professional activity during the pandemic	1.0 0	10.0 0	3.70	2.70
II_a_3 – support to work online, from home, due to restrictions	1.0 0	10.0 0	4.20	2.87
II_b_4 - medical advice and recommendations	1.0 0	10.0 0	5.07	2.74
II_b_5 - counselling to address emotional difficulties and challenges	1.0 0	10.0 0	4.03	2.69
II_b_6 - information on having medication and vaccines to prevent COVID infection	1.0 0	10.0 0	5.77	2.75
II_b_7 - access did to medication and vaccines	1.0 0	10.0 0	6.65	2.82
II_b_8 - in case of quarantine, infection with COVID, or isolation, support with food supply, medication, and other necessary supplies	1.0 0	10.0 0	5.02	3.12
II_c_9 - support from social, psychological, mental health or other services in order to address challenges in household and family regarding fights, tensions, conflicts	1.0 0	10.0 0	4.40	2.97
II_d_10 - support to continue training, personal development, and/or education online due to restrictions	1.0 0	10.0 0	4.68	2.95

Table 3. Descriptives of the scores reflecting assessment of the items in the questionnaire

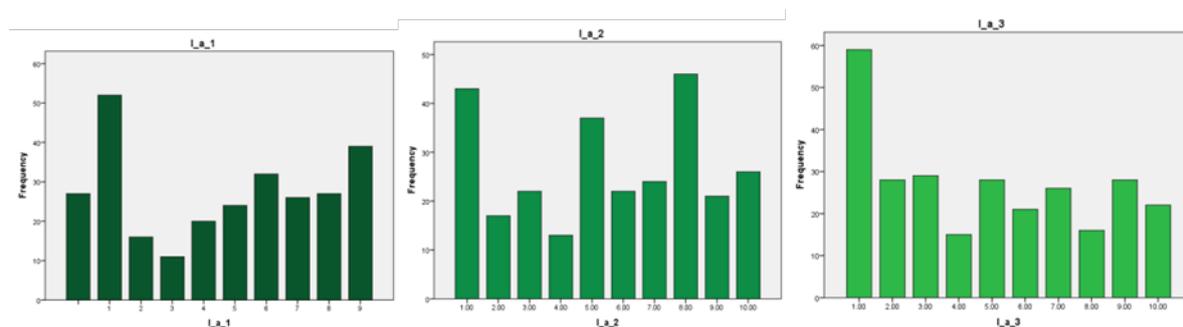


Figure 2. Impact of pandemic on economic safety

As seen in figure 2, although in average the respondents were moderately affected in their safety at the economic level, an important number reported that they were highly affected. While an important number kept their jobs, a significant number reported negative influence on their stability at work. Also, a large number reported very precarious access to public relief programmes, help from the government, including housing, food, and subsistence. We can state that during the pandemic, a large number of vulnerable people were negatively affected at an economic level, and their security on the financial and job plan was shaken.

In the following part, testimonials of the participants are selectively also presented in an analytical way, with the aim to categorise the main reasons, perspectives, reflections, and their realities.

I.a. Please provide an account, a story, or describe your experience during the pandemic, under the lockdown or after the lockdown, that can show how the measures impacted your work.

One of the most important changes regarding work consisted in people starting to work from home:

- *I had to adapt to new technology and software during the pandemic, which was a challenge but ultimately beneficial.*
- *The measures impacted the way of studying with distance work but for me in reality was okay because I lived with my parents*
- *I had to teach at home*



- *I had to work from home and logged less hours*
- *I kept the job had to start working from home*
- *During the pandemic, I had to start working from home, which was a big adjustment for me.*
- *distance education*
- *I am a farmer; I could work during the pandemic.*
- *I am a student, so it doesn't affect my work but only my social life and mental health*
- *I am the writer I don't have to go to the office*
- *I began my internship 1 month before the 1st lockdown, continuing it online was a bit difficult.*
- *I believe that the lockdown impacted my work coma since all my classes were given online, which influenced the couple revisions of the subjects reduce*

Participants to the study mentioned the difficulties they encountered in continuing their work, either because of the nature of their profession

- *As a tattoo artist if I don't have clients I can't pay my bills, fortunately I was with my boyfriend and had money on the side*
- *Being in a public university, we were not authorised to go to the physical university during the second wave of COVID. We had close to no support by the government as students during the COVID and were left away by schools.*
- *I entered Europe in the middle of the pandemic and did not work, I was very ill, stayed at home all the time and sometimes had to go to hospital.*

Some of the participant lost their jobs or they were dismissed.

- *Lost work, no job*
- *Lost my job*
- *The company went bankrupt, I became unemployed*
- *I lost a research opportunity in Portugal it also lost the opportunity to graduate on time*
- *I lost job, No help*



- *I lost my job during lockdown and was not offered support*
- *I lost my job when the pandemic started*
- *Due to the pandemics, I had to quit my job.*
- *Company had to be closed so I lost my job*
- *I couldn't work at my part time job anymore*
- *I had a part-time job in the near supermarket But they had to let us go as they couldnt Pay all the employees anymore*
- *I worked as a waitress(part-time). All the gastro department in the country was intermitted until the situation with pandemic got better. After that, employers had to fire many of employees, because there was a lack of financial sources for the salaries and during the pandemic there were set restrictions as well, which limited the restaurants to allow people to come (for example: people had to have non-infectious certificates, etc.) which means the attendance has rapidly decreased= less work =less employees.*
- *I work part-time as a waitress and since restaurants, cafés and basically whole gastro sector was closed, I was not working during that time. After lockdown, when world started to function again, I returned to my job. However, there were many restrictions and rules we had to follow. Obviously masks were mandatory, but we also had to check customers' covid passes to be sure they are vaccinated, which brought few obnoxious situations. Everybody was confused and lost in everyday changes.*
- *In covid time I felt depressed, because in my family who worked and in covid time there was no work. I cannot get food and other things it was difficult for me and also for my mother. No I also do not have a job, I am a free farmer half year.*

There were also participants who mentioned that there were no changes or impact on their work due to the pandemic and restrictions.

- *The school shifted super quickly to the online work. I did not notice any impact difference.*
- *As a teacher, I worked from home, but some of the students did not have access*
- *As I am a student, my parents work in government institutions, our family wasn't so*



much impacted.

- *As I am a teacher, the work continued.*
- *At first it was difficult to produce the work we did in school but gradually it got better did not affect the work much.*
- *During the pandemic I gained much more work propositions concerning my translation jobs because of the economical instability and migration issues. Graphic design- a lot of free time for me and the clients*
- *I had no impact on my job. My work isn't changed at all. I continue to work all the time because my sector is considered of primary importance in my country*
- *I had no impact*
- *I came to Denmark during pandemic. I couldn't find a job. In December 2020 the lockdown started and I came back to Poland. I stayed there for 5 months cause it was financially safer. When I came back to Denmark in May 2021 I found a job and it was stable for the rest of COVID pandemic. Government offered some support but I didn't use it.*
- *I was just a student of primary education during the lockdown but after it I had a big opportunity of work; a lot of teachers couldn't work so a lot of schools called me to teach to children without teacher*
- *I'm still a student but I'm living on my own in a bigger city due to my studies, so I work part-time but my monthly worked hours are similar to full-time workers. I need to pay for my food, accommodation, for living. And due to COVID at my work they stopped giving shifts to part-timers because they had to provide work for the full-timers in first place. People like me have no right to ask some support from government due to our student status, but I still needed to pay my rent, pay for my living. I didn't have work for 3 months and it cost me all my savings, even after that period I had opportunity to work less hours than before due to the COVID restrictions that applied to my workplace.*

For some participants work is related to social life

I am and I was at the time a student and difficult trying to learn and study without any motivation or social life anymore



Participants also mentioned improvement or personal self-development.

- *I was reading books and watching self-help programs*
- *I was studying*
- *I was living at my parents place and I was a student on a gap year*
- *I was living at my parents place during the lockdown and after that they supported me financially while finishing my studies*
- *I worked in retail, and had to be at home for 5 months but was receiving paid leave from state*
- *The lockdown gave me the opportunity to work on personal projects that I had been putting off for a long time.*
- *Remained positive*
- *The lockdown allowed me to spend more time with my family, which was a silver lining in a difficult time.*

The impact on *access to physical and social-emotional health services* was high. Most participants responded they had access to health services and insurance (figure 3), although there were some who assessed their access as low. Regarding the impact on emotional well-being, the respondents assessed the impact as high, as well as on their social well-being. Many of the participants felt that their life was at risk during the pandemic.

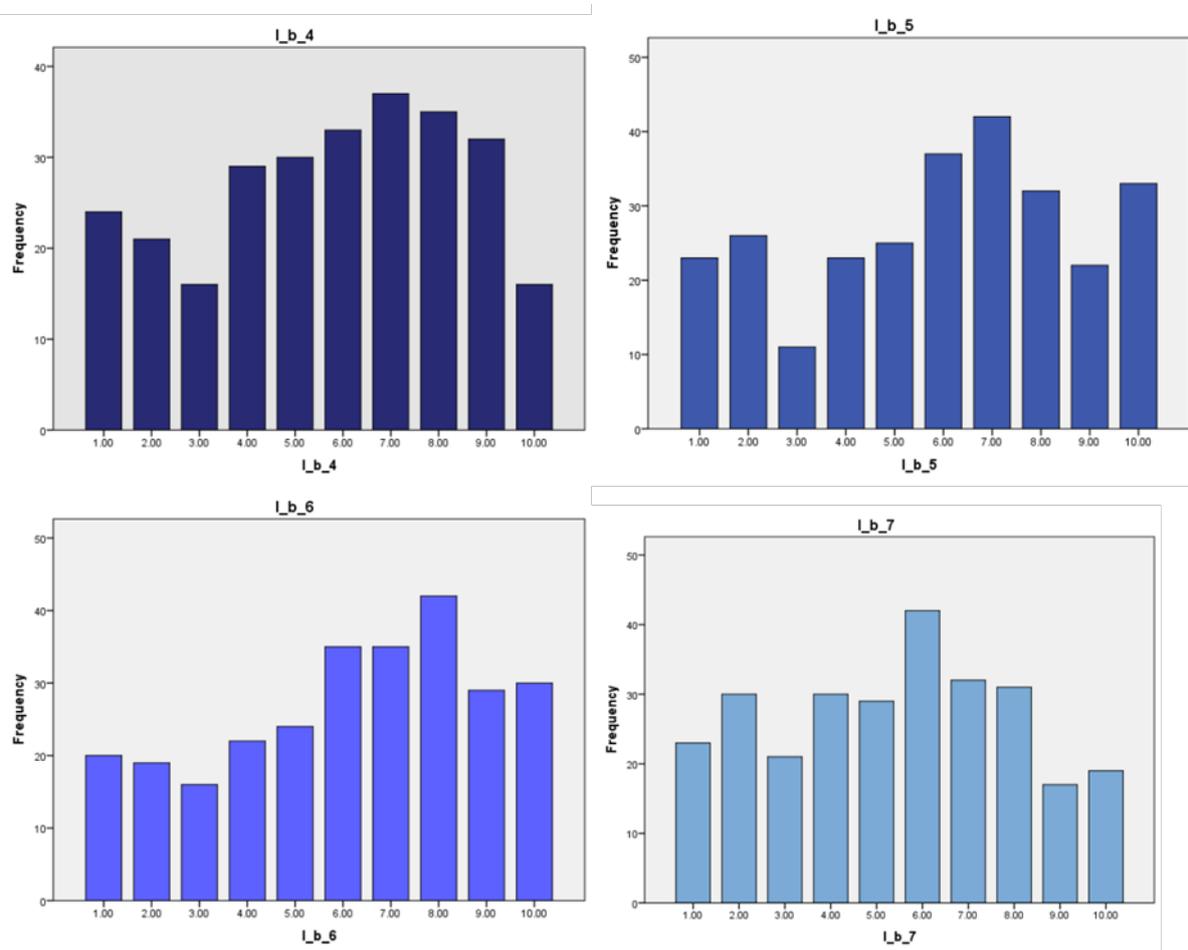


Figure 3. Impact of the pandemic on health and access to services

II.b. Please provide an account, a story, or describe your experience during the pandemic, under the lockdown or after the lockdown, that can show how the measures impacted your health, either physical or emotional, mental health and well-being

Some of the participants mentioned the positive implications:



- *Actually had good impacts because I could eat five meals a day and I could do Sports again so in terms of health it influence positively*
- *Actually, the first lockdown saved me in a way, giving me a chance to slow down and come back home to escape from a toxic context.*
- *Actually, the first wave of COVID helped me on*
- *For me it was all normal, just one week of strict restrictions but it was not affecting me or my life. Also at times of online schooling, the school shifted super quickly to the online work. I did not notice any impact difference.*
- *For me it was okay, because I was with my family and I started new activities*
- *I felt same as always, was amazing because our family spent more time together, very safe I feel in my home and I love my family*
- *I lived lockdown with my family we organized activities together we spend our time with creativity waiting with patience. I could call my friends. I didn't feel alone*

Many participants mention fear as the emotion they felt, fear for them, fear for family members

- *Because I have health problems, I was very scared at the beginning. With all these measures I felt anxious*
- *definitely was scared that i was more vulnerable to covid as i worked with people daily, when a large portion of customer didnt want to wear masks*
- *emotional, panic attacks*
- *fear*
- *fear of contaminating other family members, especially the daughter*
- *Having a fragile health and already being hospitalised myself and my family were worried that I would be more susceptible of getting it and how it would affect me*
- *I felt anxious not to be able to meet the other people I was seeing my therapist*
- *I felt quite lonely because I couldn't meet my friends for fear of infecting someone in my family.*
- *I was anxious and felt depressed*
- *I was feeling very depressed not seeing people*
- *I was afraid to go out into the street*



- *I'm very scared if some of my friends or family are sick because you never know how worse it could get with them*
- *impact on physical, emotional health*
- *This was a scary time as I didn't know if I will see my family in South Africa Again. It was just because kids didn't go to school*

Participants expressed Concerns about mental health

- *I became a couch potato :(I started to neglect my physical health since I was not forced to do anything and even though I had many attempts to start doing sports more, it always ended up badly. Emotional health was also marked. Hence we had constantly deaths in front of our eyes, especially during first months it affected me a lot. Mental health and well-being got worse rapidly too. Being just in my house, not meeting up with others, being with my own thoughts... I believe it was very long time to live that way.*
- *I felt everybody is going to die because I was short of food and my friends also. My mental health was affected.*
- *I had anxiety attacks about my financial survival. When I had covid I was anxious that the brain fog I experience would stay*
- *It hurt my mental health a lot, I cried a lot*
- *It was my first years of university so it really impacted my mental health and well-being because I couldn't experience what everyone did.*
- *Not being able to meet my friends or even leave the house, made me feel exhausted. In that way it affected my mental health and well being*

Participants mentioned also depression, feeling isolated, difficulties in being with loved ones.

- *Panic attack and insomnia started there. Social anxiety too*
- *Terrible impact on my emotional and social well-being, especially after the lockdown.*



It created a depressive ground for me, hitting since 2 years now

- *As an extrovert I couldn't meet my support people face to face and talk. I felt isolated, not good enough and productive.*
- *Before the pandemic I'd been doing Brazilian Jiu Jitsu and I competed in this sport as well... the government had restricted also the whole sport department. We couldn't train in the gym which had a big impact on many sportsmen... this was the worst impact I had gone through the pandemic. I took that sport career seriously and this step of government destroyed all the plans and preparations for the matches/ international competitions etc.*
- *Being home for such a long time and not being able to reconnect with my family for over one year, not even for 17hristmas, really depressed me.*
- *We had so much time and be more in the nature but in the other hand we I meet people, depression*
- *contact with family was not allowed, and this confused me*
- *I meet anyone, to hard of a lockdown measures in Greece*
- *Emotionally depressed during the year we communicated through social networks*
- *I am always stressed and anxious I feel lonely many times*
- *I am going to depression in that time*
- *The lockdown was a rollercoaster of emotions.*
- *In isolation I had a bad health state*
- *Since pandemic started, I had depressive episodes, as well as health problems in general. I had access to doctors. I could also see my friends, just in a smaller group and less often. I experienced a lot of negative emotions.*
- *Sometimes school was very hard for me. Every day i had to wake Up and immediately go to Pc. My eyesight also got worse because of that. I had to look into Pc sometimes 9 hours per day. That was for me the hardest part. I couldn't be concetrated on anything. I was sadder than usual and i didnt even know the reason. I couldn't see my friends, either my relatives. I was in the age, that i always wanted to do something, to go everywhere. But i needed to stay at home. When it finally went to better way, i started to be more positive, more smiling.*



Participants who already had health issues were also expressing their concern.

- *I have health issues, so I felt at risk*
- *I overcome some traumatic experience before, and when COVID hit, I ended up all alone with my new depression at home. No one to talk to, no one to help me. It was horrible, I was suffering from insomnia, have troubles to focus on school, troubles with eating habits.*
- *As many hospitals were closed for some time, I only communicated with my doctor via the internet and my diabetes-related health condition worsened. Also, for a period of time, patients could not be seen in hospitals, so we were unable to say goodbye to some loved ones and see them one last time.*
- *COVID infection during 7-month pregnancy*
- *death of a family member, and we could not attend the funeral*
- *Doctor appointments only online. No access to health-care. I was locked at home and could not go out even for a walk. I felt overwhelmed*
- *the hospital was closed, the ambulance could not come for emergencies.*
- *the whole family in hospital with sever health problems*

Mentioning also Positive things

- *I started sport*
- *Lockdown gave me time to explore my spirituality*
- *mentally strong*
- *moved back to my mom to not live alone, not meeting with friends out of my respect to my mom that is older much more vulnerable. Changing my really vibrant social life into polishing my skills and focusing on my life goals*

The *impact on gender, roles, responsibilities*, the participants assessed that their responsibilities and roles in the household were not affected during the pandemic (figure 4), and only a smaller number were impacted in this matter. Also, most were not affected in their power to make decisions in their families and a small number experienced gender-based violence. However, even if the number of those affected was smaller, we need to draw the attention that there were some respondents who answered with a score of 10 (very high) when



asked of they experienced violence in their houses during the pandemic.

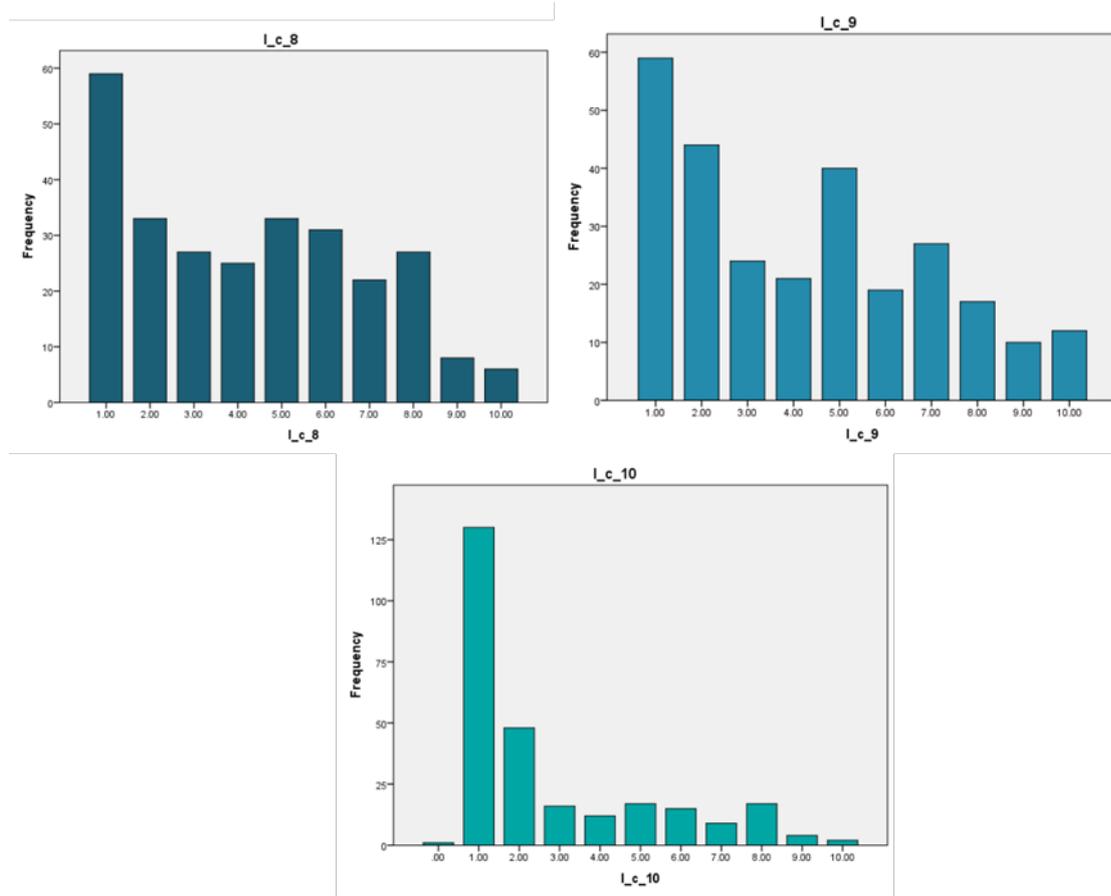


Figure 4. Impact of pandemic on gender based roles and responsibilities

The age-related impact was not considered significant for most participants (figure 5), the largest number assessed the impact based on gender as very low or low and only a small number considered they felt in danger during the pandemic due to their age or that they felt at risk in their home due to age.

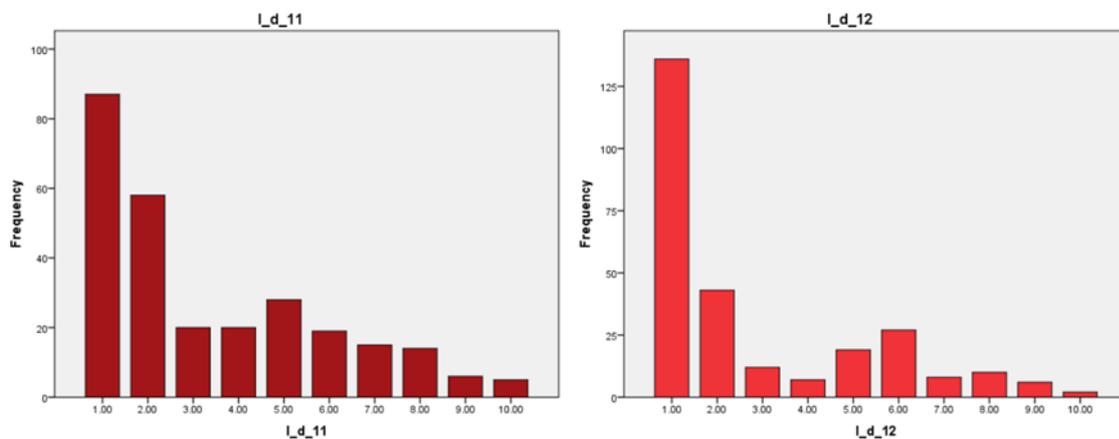


Figure 5. Age related impact of the pandemic



Concerning the impact on training, education in online format, although the largest number considered that education and training was to a very low or low level impacted by the measures during the pandemic, there were some who scored high at this item (figure 6).

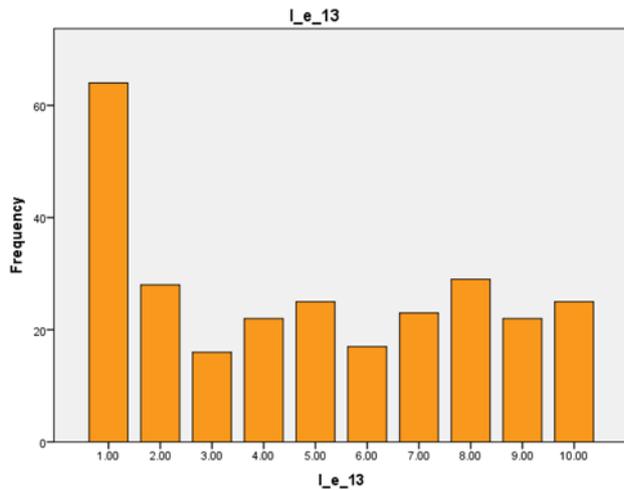
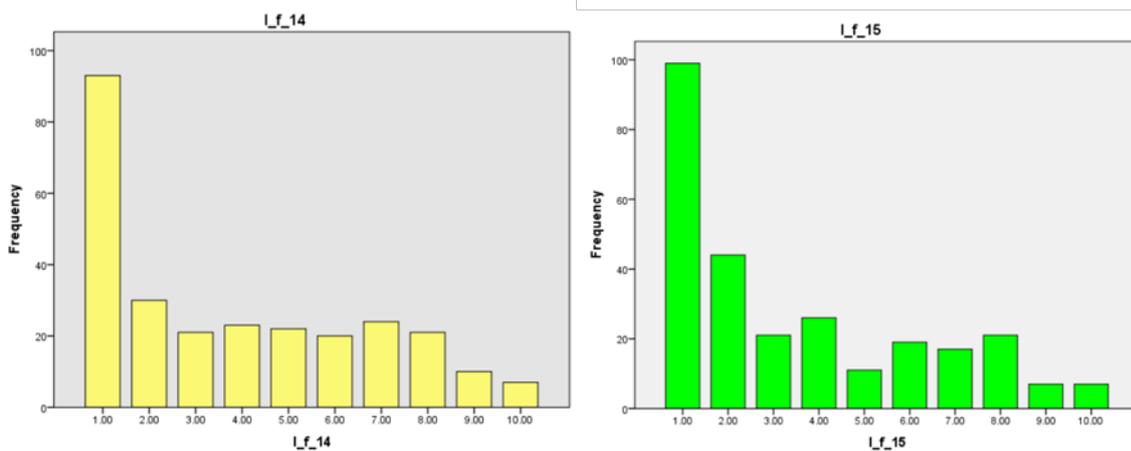


Figure 6. Impact on education in online format

The impact on the experience of justice was varied. While most did not experience hate speech by political and/or religious leaders and scored very low or low, some did assess their exposure to hate speech as very high. Similar results were found for the experience of prejudice, tensions, and discrimination, as well as for the access to justice, registration processes, and other legal processes (figure 7).



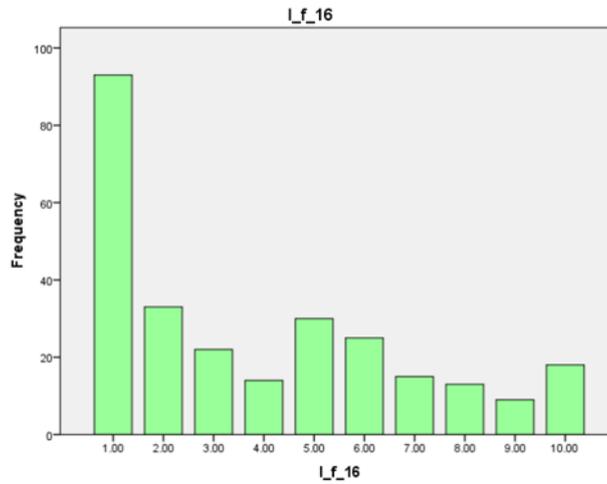
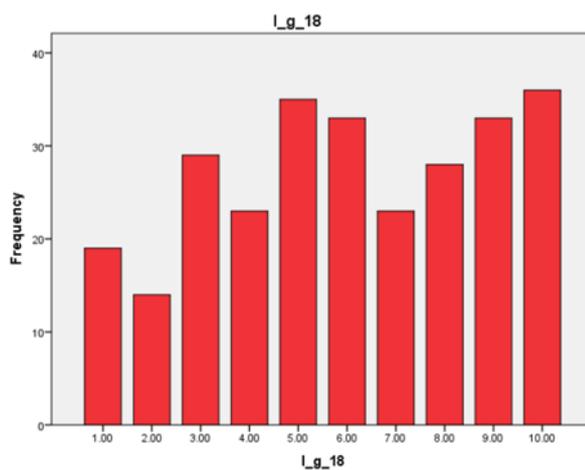
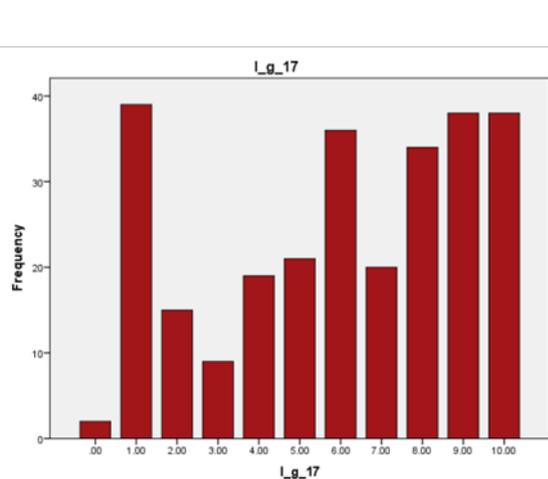


Figure 7. Impact on the experience of justice

The impact on the quality of information, provided by media was much higher overall than the rest investigated. Many respondents' experiences disinformation in the media and many of them felt that the information was not clear to them during the pandemic. Moreover, the information they received impacted their thoughts, their feelings, and their behaviours about the pandemic, the virus and felt their safety affected to a large extent. For a large number, the information they received impacted their perception on the dangerousness of the virus, their life being at risk (figure 8).



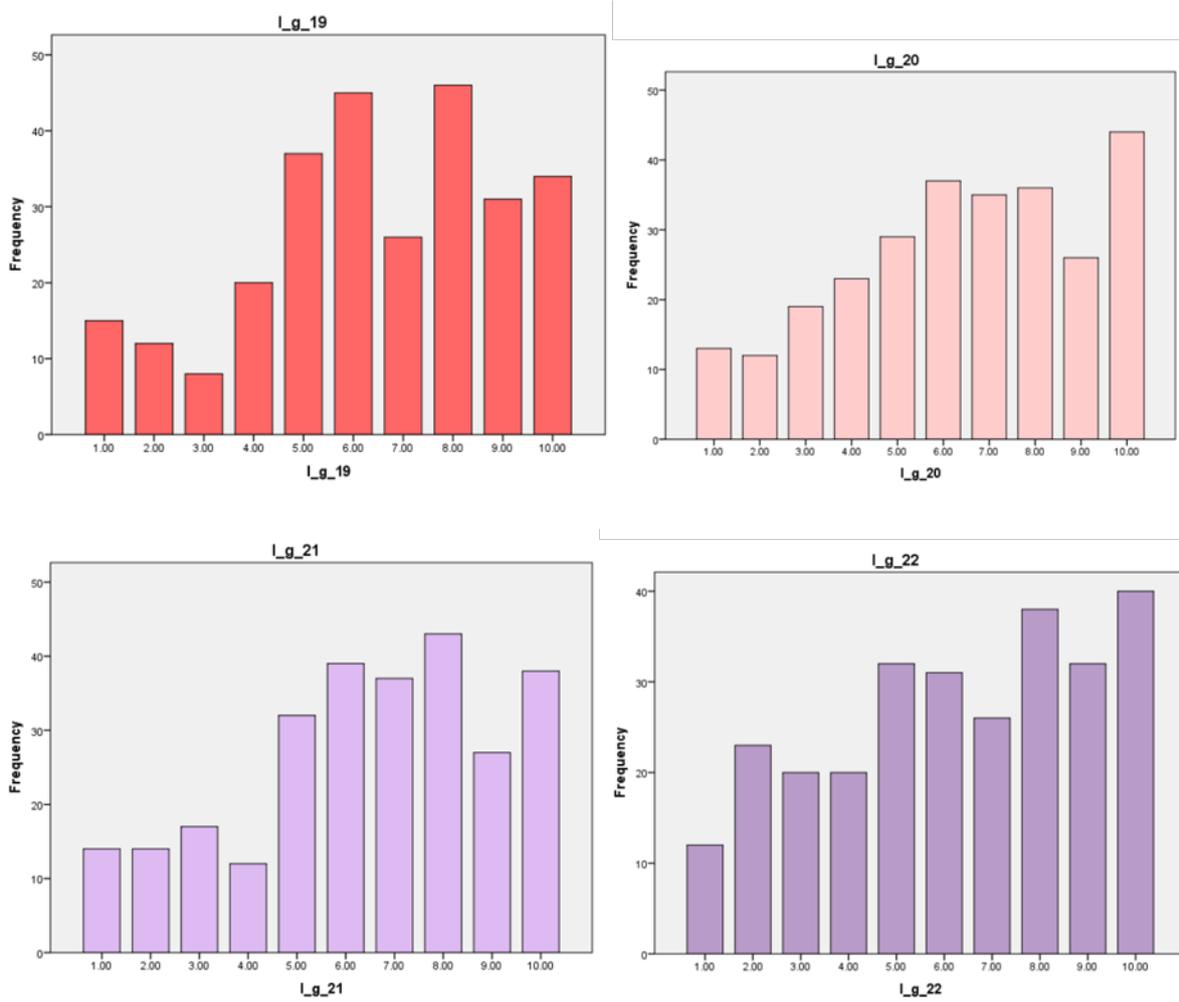
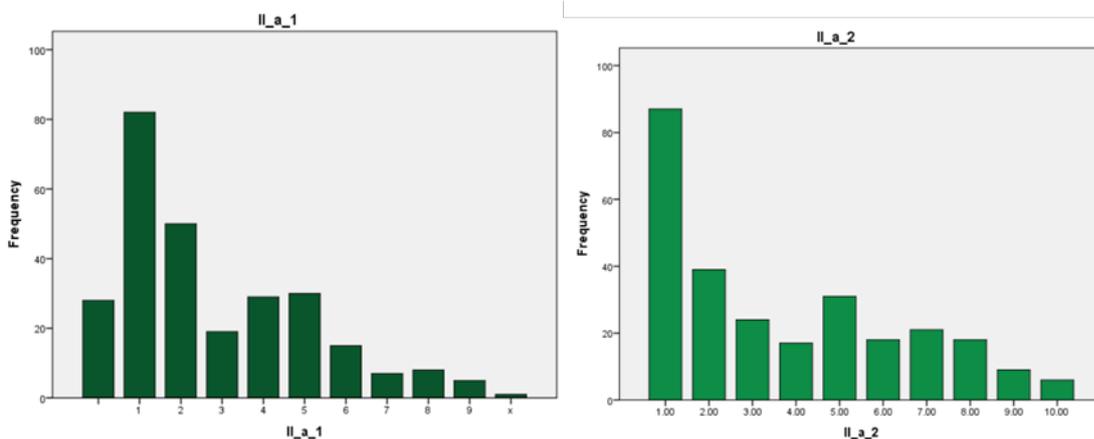


Figure 8. Impact regarding information from the media

Regarding the support they received, figure 9 shows that financial, economic support to address difficulties and challenges of the pandemic were low for most of the respondents, as well as the support to continue their professional activity during the pandemic, to work online, from home, due to restrictions. Therefore, the economic impact of the pandemic was high for them.



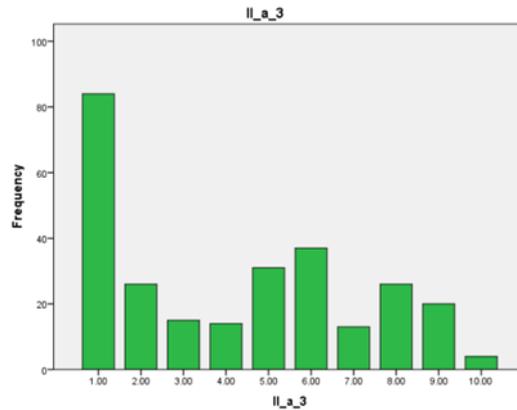
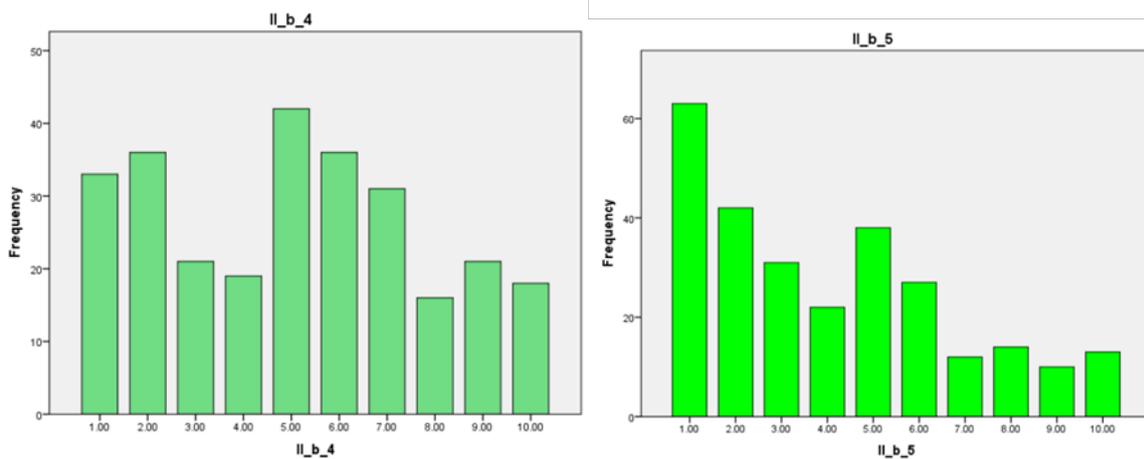


Figure 9. Financial and economic support during the pandemic

In turn, the *medical and psychological support* were much higher. The respondents considered that medical advice and recommendations were offered during the pandemic, as well as counselling to address emotional difficulties and challenges, although less considered they received them compared to those who considered they received medical advice. Most considered they received information on having medication and vaccines to prevent COVID infection and that they had access to medication and vaccines. Many considered that in case of quarantine, infection with COVID, or isolation, they received support with food supply, medication, and other necessary supplies for themselves and their families (figure 10).



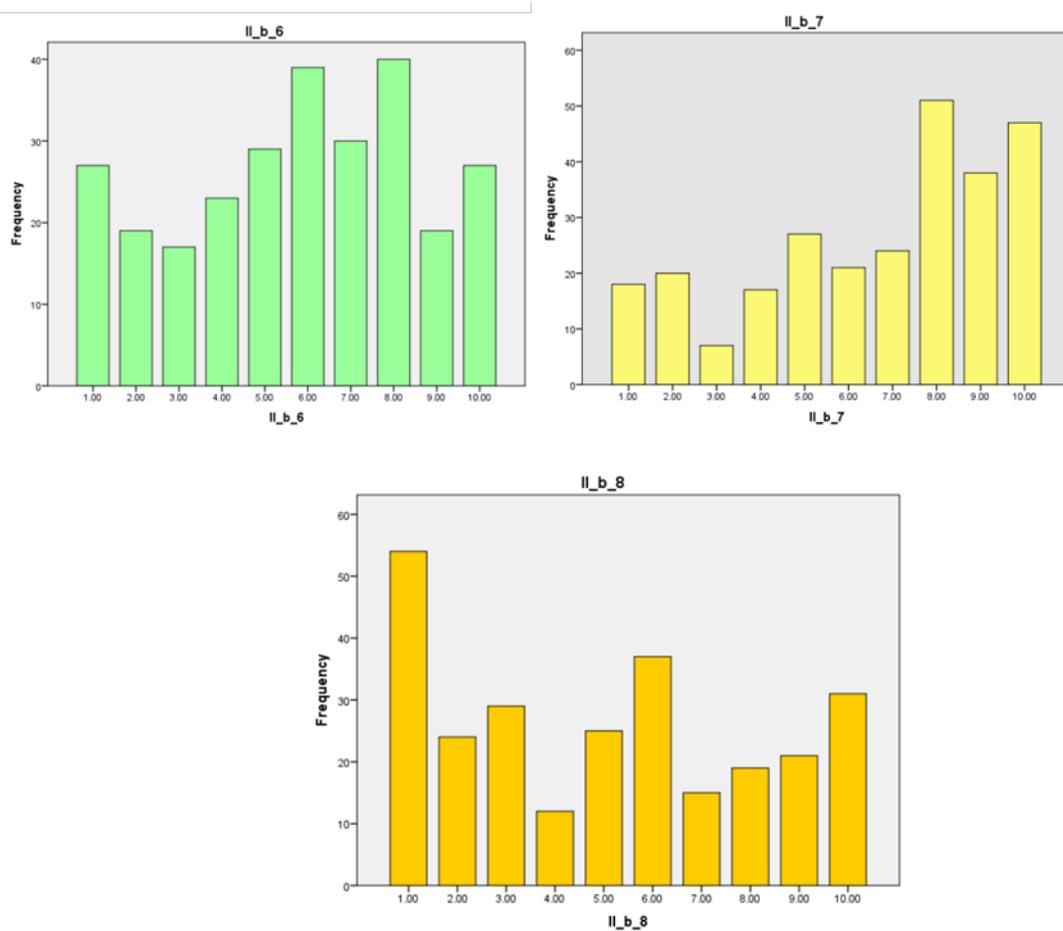


Figure 10. Support with medical and psychological consequences of the pandemic
A smaller amount of support was received for challenges within the house from social, psychological, mental health or other services, regarding fights, tensions, conflicts due to the COVID-19 pandemic and its effects (figure 11).

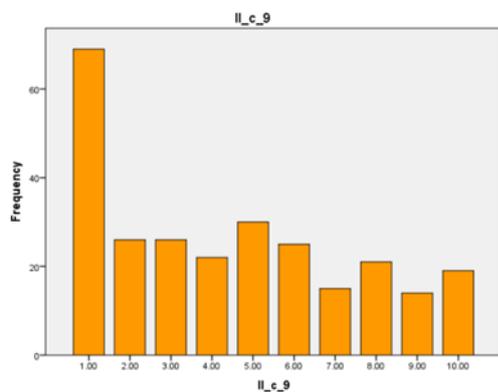


Figure 11. Support regarding challenges in the household
Also, regarding the *support with training, education*, to continue training, personal



development, and/or education online due to restrictions most participants considered they received very little or some support, and a smaller number considered they received a larger amount (figure 12).

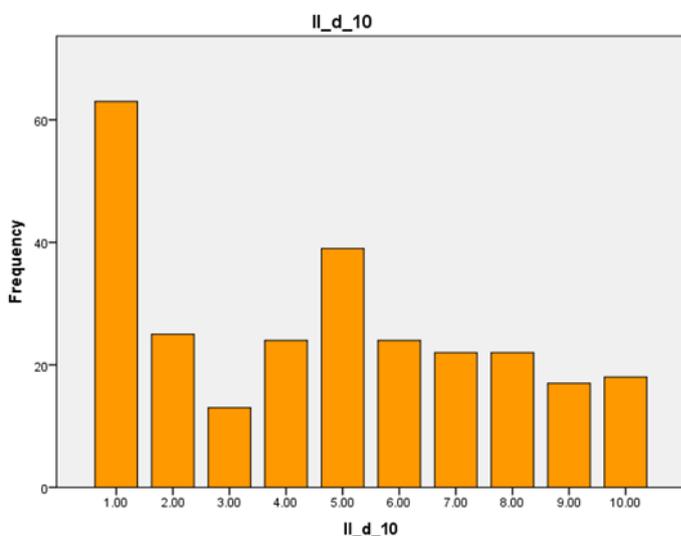


Figure 12. Support with training and education during the pandemic

I.c. Please provide an account, a story, or describe your experience during the pandemic, under the lockdown or after the lockdown, that can show how the measures impacted your safety inside your own home, as well as your responsibilities and roles as a family member.

Participants to the study responded stating the changes that had to happen in their family everyday contexts, working situations, schooling of children.

One of the main changes was that individuals had to start working from home or accessing school activities and programs online.

- *Had to start working from home*
- *The school shifted super quickly to the online work. I did not notice any impact difference.*
- *At times of online schooling, the school shifted super quickly to the online work. I did not notice any impact difference.*
- *For me it was all normal, just one week of strict restrictions but it was not affecting me or my life. Also, at times of online schooling, the school shifted super quickly to the online work. I did not notice any impact difference.*



- *Regarding family relationships and dynamics, some of the participants state that there were no changes in their roles and responsibilities, as they continue to care and support, or to receive the same care and support for family members, for others the responsibilities grew, namely when talking about parents and children.*

There are also participants who stated that it was difficult to perform family tasks and responsibilities, mentioning losing jobs and facing financial difficulties. The issue of being infected with COVID was also states as family members were ill.

- *normal, just one week of strict restrictions but it was not affecting me or my life*
- *at home there was routine that was created it was boring*
- *Doesn't really have one, I am in a big family that isn't always the healthy one and it was really crowded and without privacy, but they are still loving.*
- *during the pandemic I had a hard time supporting myself and my family*
- *During the pandemic I was in debt because I didn't have a job.*
- *familiy life remained stable but only economic stress*
- *feeling responsible for the health of members of my family*
- *husband lost job, all family members with severe health problems*
- *feeling responsible for the health of members of my family*
- *I am very lucky that my family is quite a good conctect to be, so as always we splited the task between each other, nothing really changed, sometimes I was just a bit over staying only around them.*
- *I dont feel anything changed*
- *I felt I could not protect my child*
- *Ifelt same as always, was amazing because our family spent more time together, very safe I feel in my home and I love my family*
- *I got older and I do not know how, but honestly, I do not think there were any changes in my responsibilities during the pandemic...*
- *I had to adapt the role of a housewife because my mother works a lot.*
- *I had to help more my mother*
- *I have a good relationship with my family, so the lockdown was just us spending time together*
- *I lived with my mother and sister I did not experience any changes in resposabilities*
- *I lived with my sister. Nothing changed*



- *I was scared because my parents were immunocompromised.*
- *Living in a divorced family without my father, we had a good separation of tasks.*
- *My parents became even more controlling of me, not letting me do many things*
- *My wife lost her job*
- *It was challenging*
- *We were all at home getting tired and sick of each other that added up to the already present frustration*

Participants described situations in which they lived a personal development, or they even felt safe at home or their relationship improved

- *The lockdown was a reminder of the importance of resilience and adaptability.*
- *The lockdown was a rollercoaster of emotions.*
- *It was great time, I felt safe as always, my neighbours are great and we spent also a lot of time together.*
- *There were more tasks, but I felt safe at home*
- *It was a time of reflection and introspection for me.*
- *Lockdown gave me time to explore my spirituality*
- *I started seeing a guy before pandemic and the lockdown brought us closer together pretty much had to move in together that was positive.*
- *I think in my family, its perfect Harmony in everything. We are listening to each other in every way. I needed to help my siblings. They were studying from home Also and for them, because they missed basic things.*
- *I was living with my boyfriend and it was good but I felt very lonely*
- *We listened to instructions and adjusted, we stuck together and tried to stay safe and protected*
- *The lockdown allowed me to spend more time with my pets.*

I.d. Please provide an account, a story, or describe your experience during the pandemic, under the lockdown or after the lockdown, that can show how the measures, changes during the pandemic, impacted your safety inside or outside your own home,



due to your age.

Most of the participants presented that they were not affected by the measures

due to their age,

- *Had no problems with that*
- *Because of young age I didn't feel in danger. I live in a single household so didn't experience any violence.*
- *For me it was all normal, just one week of strict restrictions but it was not affecting me or my life. Also at times of online schooling, the school shifted super quickly to the online work. I did not notice any impact difference.*
- *I am at young, I didn't feel in danger like of death because of the virus*
- *I am young so I was not afraid because of my age*
- *I did not feel at risk*
- *I did not notice any problem, I did not get Covid, my health was good and normal.*
- *I didn't had*
- *I didn't feel unsafe. But going outside at night as a woman in more empty streets was scariest.*
- *I didn't feel in danger as mostly I was at home*
- *i don't remember any safety issues, i live in very safe country*
- *I felt quite safe most of the time*
- *I felt same as always, was amazing because our family spent more time together, very safe I feel in my home and I love my family*
- *I knew i was quite fit and not in the risk category so i did not feel threatened much*
- *my age didn't affect it*
- *Responsibilities - more demands slash pressure felt however nothing in practice changed*
- *the age did not influence safety*
- *peace continued in the family*
- *Youth was protected*

Some participants mentioned fear , either for themselves or their family members>



- *fear of what will happen*
- *feared a raid*
- *I could not work, go to school or even go to the nature freely. It felt like a bad movie sometimes... I remember my younger brother spending time in our front yard and some member of police (I guess) reminded him to not go on the road. It feels so unreal looking back*
- *I have asthma. IT was from the beggining very hard. When i first got IT, of course i was scared. But we did everything for our health. We didnt have separate rooms, we thought IT will be worse for our mentall health. IT was right. We were together and i was much stronger , because i feel that, they are with me All the time.*
- *I was able to continue working throughout the pandemic, but I had to wear a mask and maintain social distancing I was reading books and watching self-help programs*
- *I was just worried that I will get sick of covid*
- *I was more afraid of my elderly parents than myself I took as much precautions as possible*
- *our physical and psychological power was weakened*
- *outside the house we feared talking to others*
- *To live with your parents again after 4 years of independence was not always easy for my mental health*

I.e. Please provide an account, a story, or describe your experience during the pandemic, under the lockdown or after the lockdown, that can show how the measures impacted your education.

Majority of participants mentioned the online education as the most important change, with more or less difficulties.

- *All my classes have online even the practical ones and has a lot technical problems*
- *Architectural classes online were not easy, practical work got affected*
- *At the beginning of the lockdown it was difficult, because i had to adapt to a new education system.*
- *Classes were held online for half of the year. But the organisation was very good and I didn't feel I am missing out.*
- *Couldn't catch up, keep up the classes. Hard to organize during group works, lost of*



responsibilities for that.

- *During the pandemic I had online classes and it was really difficult to do them because my body was really weak*
- *For me it was all normal, just one week of strict restrictions but it was not affecting me or my life. Also at times of online schooling, the school shifted super quickly to the online work. I did not notice any impact difference.*
- *For me online education is amazing, I actually miss online time. I think it is also very safe because we don't need to use transport.*
- *Home schooling permitted me to focus on education and myself, contemplate and flourish my interests*
- *How I already wrote, when we came to school, I had feeling we miss something. Our communication was bad, we didn't know the things we should already know. Just because that year we learnt from home. We didn't know how to learn again, because these two years, we were working on like... "Can you send me these answers? Can you tell me the answer on that question in test?" We wrote to each other and everyone was closing the eyes, like it's not happening.*
- *I could take online classes*
- *I felt like the online studying doesn't provide us proper education*
- *I felt same as always, was amazing because our family spent more time together, very safe I feel in my home and I love my family*
- *I finished my last courses online. I did three exams online and I graduated with online tools. I didn't enjoy that.*
- *I have learned less*
- *I read more courses, attended workshops*
- *I was doing a course in mechanics and couldn't finish it*
- *I was doing the exercise at home*
- *I was forced to leave dorms. I had to have online classes and lots of homework. I had no practical lessons but I arranged myself to go to private practice my own*
- *It really impacted my education since it was all online and not working well because my university didn't have enough money*



- *It was a year before my high school graduation and choosing the college as well...means those 2years were very significant for me , because of a big decision I was supposed to make. The focus on the school was negatively impacted due to online education.*
- *it was all normal, just one week of strict restrictions but it was not affecting me or my life. Also at times of online schooling, the school shifted super quickly to the online work. I did not notice any impact difference.*
- *It was bad because I wasn't focus at all during classes and it was really hard to*
- *It was challenging*
- *IT WAS TOO MANY RULES AND FORCE*
- *lack of communication*
- *Lack of interest and focus*
- *Less lessons at university*
- *Let's listen, laboratory or opportunities to train my skills*
- *online classes did not help learning*
- *online classes lose dynamic*
- *online classes, learning was not like before*
- *The online classes were really challenging, I missed the social contact, the possibility to communicate with the teachers and also physical activity. The curriculum was poorly explained and I didn't really get to know some of my classmates until after the lockdown was over.*
- *Zero motivation, internet issues from boty sides, room with siblings and just seeing no point in participating.*
- *We didnt do stuff at school instead of we watched youtube videos and try something at home where wasnt good conditions for it*
- *We had to to online and our school wasnt prepared well for that, so quality of education was very low*

There were participants who could not even continue their educational programs.



- *Couldn't continue*
- *Couldnt go to the university, some classes were through e mail even without videocallas, only independent work*
- *definitely neglect from all the sides*
- *During exams really makes me anxious and was not able to graduate due to it*
- *Education was online. I couldn't attend to class*
- *I was studying art which is all based on having a workshop and being present at hte academy so during the lockdown I lost interest in the online lessons and decided to quit the studies*
- *I was unable to complete my university internships.*
- *I worked in a ship for Red Cross helping refugees, I had to be present, no online option.*

I.f. Please provide an account, a story, or describe your experience during the pandemic, under the lockdown or after the lockdown, that can show how the measures impacted your access to justice.

Most of the participants responded that they were no affected or they did not need and judicial services.

- *I did not notice any problem, I did not get Covid, my health was good and normal.*
- *I did't had*
- *I didn't feel any kind of description*
- *I didn't need access to justice but I know that it took more time to divorce for family members.*
- *I didnt change much because of covid*
- *I do not have such experience.*
- *I dont experience discriminations*
- *I personally dont experience injustice so much due to my social and economical privileges*



- *The measures implemented have not hindered my access to justice*

Some participants experienced difficulties.

- *moving around during the lockdown was difficult, so it was difficult finding the support that you might need from justice system*

Some mention that issues of racism and discrimination were still present:

- *growing as muslim and arabic in a racist country discrimination, racism was very present, in school, outside, by friends, classmates, strangers*

Issues of following the rules and fear of not respecting them were also mentioned?

- *In Denmark politicians were very respectful. I took vaccine so I didn't feel discriminated. Registration process took place mostly online so it didn't impact me.*
- *In the blockade I felt the injustice because I could not leave and was afraid to leave and be deported for not having papers in rule*
- *I was against some rules, that the others were not. Than, they went against me, just because i have other opinion. Like, couldn't have i other opinions ? I was sometimes out of society. Just because of that. People could do that, i couldn't just because of that.*
- *Police ruled the country, checking everyone and everything not caring about the law, just enforce their opinions of it*
- *prejudice against my weight, lack of empathy at a delicate moment*
- *The police was taking advantage of the crisis and were sometimes aggressive or stopping people asking where they go, which was ridiculous*
- *Respect each other disappeared*
- *I lost a case due to wrong papers*
- *It was too many rules and force*
- *No freedom of mobility. Control and discrimination*

I.g. Please provide an account, a story, or describe your experience during the pandemic, that can show your experience with news, media coverage of the situation, in



terms of access to information, accuracy, clearness of the information you received.

The answers of the participants to the study distinguishes between several different situations in which the individuals had access to clear and accurate information, to fake news, to the use of social media in order to have access to information and news.

Fake news	Accurate info	Alternative ways/Social media
<p>A lot's of fake news</p> <p>Because of the news and mostly fake news, I though I would have high chances of dying if I caught COVID. defenitelly felt like the information was ficle, changed quickly and i wasnt sure what rules where to be followed</p> <p>After such a long time many people started to question the credibility of the news on TV, my family was not an exception. There were many sources and every one of them was saying something else. Many people got confused and did not know what to believe we received also false information</p> <p>I feld we were not given</p>	<p>All was clear and accurate, I dont follow media that much but anyway all infos I received.</p> <p>I chosed good sources of the information and it made me feel good</p> <p>I received all the necessary information</p> <p>I was looking for valid and reliable information on scientific sites of the world health organisation.</p> <p>Information was clear but stressful</p> <p>Most of the information provided by mass media were disinformation or changedin some way, but luckily I had official sources from the scientists and doctors.</p> <p>Was accurate information</p>	<p>Alternative news gain peek at social media</p> <p>Difficult to differenciate facts and fake news specially in social media</p> <p>I didn't understand French very well but my family kept me informed of everything</p> <p>I tried reading articles thoughts of the great thinkers that I appreciated, trying to absorb less TV media that provided me with fear. Checking the situation of each country and their lockdown politics.</p> <p>we searched many information to check if they were false</p> <p>Thank you to independant medias, the only one not manipulating us</p>



<p>information</p> <p>The mass media felt like propaganda and fear driven</p> <p>I was completely lost with all the information and contradictions that we received so I stopped to watch tv and news at the end only one new by day</p> <p>I struggled with doubt during the lockdown.</p> <p>I think that we suffered a lot from misinformation and manipulation</p> <p>I was very stressed and the media did not help</p> <p>In my country of residence the main channels portrayed the virus, its effects and victims in a very shocking manner to create an environment of fear. Also, the crisis management was very poor and the main political figures very confusing.</p> <p>information created uncertainty, confusion, affected us emotionally</p> <p>Information and getting</p>	<p>and also clear for understanding</p>	
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informed was very chaotic
and stressful
media started
misinformation everyone
about the process and the
pandemic in general just by
providing fake news
Misinformation and
catastrophe. Juss kept the
people in fear to control
them more easily
The information was
excessive and instil fears in
our daily life. It provoked
anxiety.
The media made me feel
very scared counting
numbers everyday of people
with the virus or that diet
from it was a lot process
The media were
broadcasting about all the
deaths and politicians were
talking to fearfully so all of
us were afraid of how big
this was going to be
the news brought fear,
misinformation
the news created fear by the
way they were shown



<p>the news made us more sick the news misinformed us, lead to fear</p>		
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Regarding the impact of the news and information, participants stated also some consequences

As it was something unknown it left some insecurity

Because of all the information I was scared. I felt trapped. The media threatened my thoughts. Constant topic of COVID made me feel unwell.

caused panic

Depression of parents because of media

I am studying a major that deals with disinformation and hoaxes so I am quite immune but I've seen how they impacted other people, especially the elder.

Fear /Panic

I feel that the government used the information to make the people stay at home and fear the world. We didn't talk enough about other subjects than COVID

I got scared to go out

There was lots of disinformation and man people around me started being strongly antivax or paranoid about the whole situation

There was way too much information. I felt overwhelmed. The way the virus was presented threatened me. I felt stressed out and in danger. The virus wasn't that serious in the end.

Sweden didn't implement the restrictions and they did just fine. Information were exaggerated.

I.23. Please explain your personal experience during the pandemic, under the lockdown or after the lockdown, that can show how other types of impacts not provided in this list.

The participants to the study described their experiences in terms of impact, referring to their own person, their families, their work and social contexts, but also to organisational ansand system related impact and consequences.



On the personal level the participants mentioned:

- *developing addiction to social media as they were spending too much screen time,*
- *I developed social scare and fear to go out*
- *health status affected, low immunity*
- *I feel like it has postpone the beginning of my social and student life. I was depressed because I didn't meet new people*
- *I gained weight, there was more food and drinks*
- *I lost respect for some of my friends who were not following measures to protect themselves and others. My mother us susceptible for fake news so that was a sense of anxiety that want to wear masks and get vaccinated*
- *It really affected my mental health and my Erasmus got cancelled because of it*
- *It severly impacted my mental health on a long-term basis. Frustration and anviusness today for not being heard and understood on this*
- *It was a time of boredom and restlessness.*
- *It was difficult and many parties wanted money.*
- *it was hard with closeness with others, fear of getting sick.*
- *Knowledge how many people die impacted me the most*
- *My mental health got very bad, I wasn't seeing anyone, wasn't doing anything*

They distinguished difficulties in accessing services, especially health services, but also reducing liberties such as being isolated and travelling.

- *difficult access in medical institutions if you did not have COVID*
- *difficult access to medical assistance*
- *during the confinement it was nice (as explained previously) afterwards it was more annoying with the curfew, we didn't feel free (they changed the hours all the time)*
- *increased the feeling of injustice and authority forced on people*
- *isolation by being in the hospital and not being able to do anything, see your family, being surrounded by sickness*
- *I struggled with doubt during the lockdown*
- *I couldn't travel*
- *Not being able to travel I had to renew my passport, and this was very stressful experience due to being in a different country*
- *Smaller chances of travelling, problems getting home in an emergency situation. Less*



chance of studying abroad

- *while being infected, I could not have a check-up, I suffered pains*
- *we have a lot of impact on finding jobs and communities or people. But from my perspective was easier to do a volunteering from associations*

On the family level:

- *all family members have sequelae.*
- *fear about the safety of my family*
- *separated from family.*
- *we could not attend therapies; it was hard to teach the child to wear a mask.*

An interesting perspective for some respondents is that they described the situation as a positive one mentioning that *it was great learning of humanity; that my fitness, however only the physical, got better as i had more time to run and exercise;.it was a difficult time, but I learned to appreciate the small things in life;the lockdown made me appreciate the value of my health and well-being; the lockdown made me grateful for the little things in life; the lockdown taught me to be more mindful of my mental health. I have been impacted in a good way actually, for me it was okay it more felt like vacation.*

The impact for some respondents was considered through the support that have been offered or improved family relationships:

I dont remember any safety issues, I live in very safe country.

I was lucky because of my personal financial situation. But my studies was not took into account by the state and students were left away.

Lockdown had a good impact on a personal level. getting a long with my mother change drastically my life in a better sense

My country was amazing, no problem, they gave us money, also special bonuses, and also free holidays, was great.

No Impact/ None

Thanks to my family and our close social. I lived a good lockdown. We missed of nothing because we live in France, in a rich city and a big apartment our position allowed us to be completely fine.

Some respondents considered the impact after the ending of the pandemic:



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- *after isolation, readjustment to external environment is necessary.*
- *we went outside less, after the pandemic we were all constantly sick.*

One participant found the study something that it should not be done anymore as *Covid is over and almost forgotten situation, it is outdated and also it was long time ago, so people forgot what exactly happened and even if for some people happened something - it is different explanation since its long time ago.*

II.11. Please name and describe the agency/department or organisation who offered you the greatest support and describe what it was and what was its impact.

Several agencies, organizations and institutions are mentioned by the respondents.

Caritas Beja

Caritas Germany

Governor of Timor-Leste

FUDS

Gemerské osvetové stredisko

Government-health department: they recommended to boost our immunity during pandemic by doing sport, but they realised it quite late, but better later than never:) so according to this recommendation the government got us an access to go to the gyms again

Hospitals in general were very willing to help us with everything

Humanitarina pomoc

I think I would say my Danish University - they organised some webinars and held meetings to talk about difficulties.

It was my school. They gave to the students notebooks, so we were able to study at home during the pandemics.

Maltese support

My company adjusted to online work and provided me with home office supplies

My High school who offered me online education



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Citizens, Equality, Rights and Values programme



My University-Tomas Bata University because they tried so hard. They tested us for free.
My University, Sciences Po Bordeaux for buting zoom licence and providing follow-up by professors and phychologists
National Health system
NCZI -
NFZ vaccine
Public Health System
Red Cross
Corona Gov. Sk
Sanitas România
School - education, mental-health
Slovak Government - basic government stuff, informing citizens and access to vaccines
Social security paid for COVID term.
The hospital CU Centre Hospitalier Universitaire the great nurses and great patients that helped me making this hard period a bit better
Universidade Autónoma de Lisboa - department of psychology- understanding of the situation, taking into account the level of demand of the students
Univerza v Novi Gorici
VOIS- Voice of international students, they provided me with food stuffs
St Jeanne Antide Foundation

There are also many respondents who mention that they did not get any support.

Please tell us a story in which you can describe a situation in which you felt supported during the pandemic. Please specify what kind of support you received, on what area.

When asked about the support that people received, the participants referred to various organisations, such as medical, social, educational, but also support from families, friends. Support was considered also information that was accurate and transparent.

Medical

Gynaecologist who was monitoring my pregnancy

The nurse, that helped me calm down during vacation.

The vaccines

When I got COVID, Red Cross placed me in a COVID hotel in Catania.

When I got my covid vaccine free from my government

When i needed to get s covid test for a visit or something, we could always go to the nearest point and they would always be nice and quick

When in the middle of the night and IRM and I broke down crying on the way there and the nurses talked to me and put some relaxing music while holding my hand until I felt better

When my father went into the hospital because of covid 19 complications, the doctors offered us support we might have need it from medicine to psychologist.

Social/State

Because of higher wages that our family had during quarantine, state supported families like that, so this was good.

great support of government, money, bonuses, free holidays...

home visists, counselling from the Maltese service

city hall, with information about COVID

Free groceries

masks and hygiene products from the Maltese service

phone counselling with the psychologist from the Maltese service

received food and medical packages

Educational

At one online English lesson, the teacher asked us how we felt and let us talk. It was so necessary but sadly rare.

During lessons with psychologists, where we discussed many things and she provided us with free support

counselling on the child's education



From the teachers we have a small support emotionally

Teachers tried their best to meet the curriculum and helped us. Also, our school offered laptops to students who had multiple siblings and were unable to participate in online classes.

The school lends computers to students who didn't have one.

The teachers from my kids school reached out to us to make sure the kids are coping and they bought them Easter eggs

Parents/Family

From my family. When we had covid they cooked for us and took care.

Always I see admiration and respect for my parents

Always I see admiration and respect when I see my heroes, my parents

When a was in quarantine, I received a lot of help from family and friends. They brought me food, talked to me through the window and encouraged me every day.

I was supported by my husband and the psychologist from the Maltese service

My family presence and listening.

my heroes, my parents

My mom was always with me when I would have mental breakdown about this situation

Support from my mom and bonding time was important for me, mostly emotionally but financially as well

When we needed some groceries, our relatives being them to our front door, when we needed medicines, they brought it. And the most important, we help each other at home.

Friends

By my friends when we called each other every day to help us cope

Friend allowed us to train in the gym. And dance trainer trained us through web cam.

I felt supported when I had covid and at the same time few of my friends had it at the same time. So it was better for me that I was not alone at the time and i could chat with my friends about it.

My roommate helped me cope with the stress of it. Nothing from any organization or government



Information

I feel only feel safe thanks to the media when they were saying some good predictions

I felt safe knowing the right information and at this point I was prepared

On the line we were offered true information and help from professionals

Work

Work colleagues supported me a lot

Support from my past bartenders who lost job too

when i was send home from work for 5 months I was definitely supported by the state with the paid leave, because otherwise i would just be laid off without any sort of income

Support was not needed

I can't think of such situation. I was handling it myself, didn't qualify for any support. The only support were my friends who could relate to my problems.

should focus on some other more beneficial topic, Covid is over and almost forgotten situation, it is outdated and also it was long time ago, so people forgot what exactly happened and even if for some people happened something

For me it was all normal, just one week of strict restrictions but it was not affecting me or my life. Also at times of online schooling, the school shifted super quickly to the online work. I did not notice any impact difference.

I did not notice any problem, I did not get Covid, my health was good and normal

Support was not received.

I did not get anything

I did not receive any financial support

I did not receive support

I didn't. It was surviving and constant fear that I won't have a job.

Nobody supported me in the lockdown.