

消除恐慌与歧视，促进社区信任与友好

Eliminate panic and discrimination to promote trust and friendship in communities

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2020年，新冠疫情在全球蔓延，除了对于医疗本身的担忧，随着对新冠病毒传染特性的披露以及日益加重的对经济社会的损害，人性中脆弱的部分也得到展露，由恐慌引发的种族歧视、地域歧视、特定人群的保护等问题值得公益行业人士的警惕与重视。中国在这场新冠疫情中处于领跑地位，其抗疫中经历的诸多情景和经验可以为国际社会提供借鉴。在中国，广大社会组织作为政府抗疫的补充力量参与其中，提供了大量的社会心理服务，促进了社会的稳定。

In 2020, with people's growing knowledge of the coronavirus and the increasing damage to the development of our economy and society, the novel coronavirus outbreak not only brings medical concerns but also reveals something tricky about human nature. The racism, regional discrimination caused by panic and the lack of protection of specific groups have raised people's vigilance and attention. China is the first country to successfully contain the outbreak and its experience in fighting against the virus can be a learning lesson for the international community. In China, a large number of social organizations have participated in the fight against the virus as a supplementary force of the government, providing social psychological services and maintaining social stability.

地域歧视明显

Apparent Geographic Discrimination

随着中国解封后进入复工复产，疫情中心区域武汉正常迁出的人群面临被标签化的“特殊对待”：社交排斥、复工受挫，邻里和同事之间的信任收到冲击。企业要求武汉返岗的员工延长隔离期或直接解聘，返岗后可能也会被同事们社交排斥，尤其在本就关系不紧密的同事之间，不能共事的情况更明显。那些家里有年幼儿童和高龄老人的人，对于“武汉”标签的同事接纳度最低，有的表明在除非有疫苗或疫情彻底解除后才可能与他们共事。在居住的社区里，物业公司和住户们对于从武汉回来的人表现出恐惧和强烈的排斥。武汉解封后，一对年轻夫妻带着孩子开车从武汉回到成都市自己租住的房子，在小区门口遭到邻居们围堵，给了这家人方便面、矿泉水后拒绝这家人入内。这家人寻找宾馆住宿时也遭到拒绝，后来一家三口不得不在车上过夜。

As China returned to work and production and the lockdown has been eased, those who normally moved out of Wuhan, the epicenter of the outbreak, are facing "special treatment" such as social exclusion, being rejected to go back to work and damaging mutual trust between neighbors and co-workers. Some companies require employees returning from Wuhan to extend their quarantine period and sometimes those employees are dismissed for no reason. Even after returning to work, those

employees are likely to be socially excluded by co-workers, especially when they are not close to each other. Families with young children and the elderly are the least receptive to those returning from Wuhan. Some of them even make clear that they would not work with them until a vaccine is available or the outbreak is completely eradicated. In the residential communities, property companies and residents have expressed fear and strong rejection of people returning from Wuhan. One example is that after lockdown in Wuhan was lifted, a young couple with their children driving back to their rented house in Chengdu city from Wuhan were cornered by neighbors at the gate. The neighbors gave them some food supplies and refused to let the family in. More unfortunately, the family was turned down later in the day when they tried to find hotel accommodation and at last had to spend the night in the car.

归国隔离困境

Difficulties in affording returnees' isolation expenses

目前在中国，防范归国人员传染病毒成为重中之重。政府对归国人员采取了酒店集中隔离的措施，回国人员分为在留学、商务、旅游、务工四类，前三类经济状况较好，海外务工人员中前往东南亚、南亚务工者中部分人存在经济困难的现象，难以支付隔离费用。归国人员隔离也给基层政府带来压力，有些人抗拒集中隔离，有的生活要求多，有的不满意环境和收费，增加酒店管理的难度。还有不少的海外务工人员经济困窘，无法支付隔离费用，他们的不满和焦虑情绪也很严重。成都市的机场在双流区，疫情中双流机场每周有 2 个国际航班进港，许多从东南亚、南亚回国的务工人员并非双流本地人，大多数来自全国各地。双流地方财政承担不了困难海外务工人员的隔离费用，求助于双流区慈善会。经过社工与宾馆服务人员的联合评估，筛选出 60 人予以生活援助，妥善解决了令务工人员、地方政府和酒店三方头疼的问题。

Currently in China, preventing returnees from contracting and spreading the virus is of high priority. The government has taken measures to isolate the returnees in designated quarantine hotels. Those returnees can be divided into four categories: overseas students, businessmen, tourists and overseas workers. The first three categories are in good financial condition while the overseas workers who worked in Southeast Asia and South Asia previously face economic hardship and cannot afford the cost of isolation. Furthermore, some of the overseas workers resist centralized quarantine and some are not happy with the isolation living conditions and charges, which bring pressure to the local government and hotel management. In addition, many overseas workers who are struggling financially and unable to afford the costs of isolation have serious anxiety and discontent. Chengdu's airports are located in Shuangliu district. During the outbreak, there are two international flights entering the ports every week. Among the returnees, the majority of those returning from Southeast Asia and South Asia are not local residents, which means the local government has to take care of their isolation expenses. However, the local finance sector has been overwhelmed and they soon turned to Chengdu Shuangliu Charity for help. After the joint assessment of social workers and hotel service staff, 60 workers were selected to receive living assistance, which properly settled the

problem that caused headache to the local government and hotel management.

贫弱老人保护

Protection of the impoverished elderly

新冠疫情中，老人成了最大的受害者，尤其是空巢、独居和贫困老人，对于他们的保护不仅贯穿疫情始终，更要纳入健康社会工作的内容，给与健康教育和防疫物资保障。在疫情初期，中国的社区工作人员花费大量人力对中国每个家庭都进行了入户排查，主要询问最近出入本地情况、身体情况和社交情况，但无法为老人提供更多抗疫服务。独居老人在信息获取、防疫物资采购、就医上都处于不利地位，需要受到重点关注。在成都市锦江区，一位 81 岁独居贫困老人意外摔伤，因疫情当中医院只有门诊服务，停止收住院病人，医院只对他做了基础处理就让其回家。老人被摔得半身不遂，大小便失禁，社工和志愿者入户时，老人裹着一床棉被，在客厅地板上已经躺了一个星期，屋中充满杂物和异味。当然，在政府和社工的介入下，老人最终得到妥善安置。这个老人的案例引发锦江区民政局的高度重视，组织社工对全区 300 位困难独居老人进行电话动态监测，每两天跟踪一次居家情况，确保其安全。最新的消息，锦江区民政局将出资 40-50 万元，用于全区困难独居老人的动态监测服务。

The elderly are the biggest victims in this epidemic, especially the empty nesters, loners and the impoverished elderly. The protection of them not only should run through the process of prevention and control of the epidemic, but also needs to be included in the health social work system, offering health education and epidemic prevention materials. In the early days of the epidemic, Chinese community workers spent a lot of human resources to check every household in China, mainly asking about recent trips, physical conditions and social activities. However, they were unable to provide further epidemic prevention services for the elderly. The elderly living alone are difficult to get up-to-date information, purchase health kits and most importantly, get medical treatment. Therefore, they should be paid more attention to and the case below would illustrate the severity of the situation. In Chengdu's Jinjiang district, an 81-year-old poor elderly man who lived alone suffered an accidental fall and injury. The medical staff sent him home after giving the elderly man basic treatment due to the fact that the hospital stopped accepting inpatients and only provided outpatient services during the outbreak. Hemiplegic and incontinent, the old man had been lying on the living room floor for a week wrapped in a quilt and filled with debris and odors when social workers and volunteers arrived. Eventually, with the intervention of the government and social workers, the old man received good care and proper medical treatment. This case raised the local government's concerns and the local authority immediately organized social workers to conduct dynamic telephone monitoring of 300 elderly people living alone in difficulties, tracking their health conditions every two days to ensure their safety at home. According to the latest news, Jinjiang district civil affairs bureau will invest 400,000 to 500,000 yuan to provide dynamic monitoring services for the elderly living alone with difficulties in the region.

社会心理服务促进社区友好

Social Psychological Services to promote friendship in communities

2018年12月和2020年4月，中国国家卫生健康委等10个部委两次联合发文，说明社会心理服务的宗旨是动员多元的社会力量，促进心理健康，缓解社会矛盾，“培育自尊自信、理性平和、积极向上的社会心态”。我所在的机构成都爱有戏社区发展中心在新冠抗疫服务的目标是既要消除恐慌歧视，也要解决脆弱人群的现实困境。

In December 2018 and April 2020 respectively, China's National Health Commission and 9 other ministries and departments jointly issued a paper stating that the purpose of social psychological services is to mobilize diverse social forces, promote mental health and alleviate conflicts, "cultivate self-esteem and self-confidence as well as rational, peaceful and positive social mentality". The goal of IYouShe Community Cultural Development Center which I work for is to eliminate panic and discrimination as well as provide assistance to the vulnerable groups during the pandemic.

热线咨询服务：为被标签化的人群、恐慌中的社区居民、归国隔离人员提供心理疏导、政策咨询，缓解焦虑与人际冲突。

社群支持服务：建立“被标签化”人群的社群，开展支持性小组服务，促进与居民的信任与友好。

提供代理服务：采购、快递等生活服务。

提供生活援助：为临时性贫困的归国务工人员提供隔离费用支持，安抚情绪。

贫困独居老人健康服务：通过电话动态监测、定期入户走访、发放防疫和健康用品、卫生教育等服务，增进困难独居老人的自我保护意识、改变生活习惯、改善生活环境，以应对冬春季越来越常态化的上呼吸道疾病感染风险。

Hotline Consultation Service: To provide policy consultation and psychological consultation for the returnees and residents, to alleviate anxiety and interpersonal conflict.

Community Support Services: To build a community of "tagged" people, develop supportive group services and promote trust and friendship between residents.

Agency services: procurement, express delivery and other life services.

Living support: To provide support to temporarily impoverished migrant workers for the cost of hotel isolation and emotional comfort.

Health services for the impoverished elderly living alone: to improve their self-protection awareness through dynamic telephone monitoring, making regular household visits, providing health supplies and health education and other services. To improve their living condition in response to the increasingly common risk of upper respiratory tract disease infection in winter and spring.

下图为成都爱有戏社工与双流慈善会、隔离酒店一起讨论归国困难务工人员生活援助事宜。



Image 1: social workers from IYouShe Community Cultural Development Center, Chengdu Shuangliu District Charity and quarantine hotels discussing how to provide assistance to migrant workers with difficulties returning China

下图为社工为贫困独居老人赠送防疫卫生包后讲解使用办法。



Image 2: social workers sending health kits to the elderly living alone and explaining how to use them