

São Paulo, March 15, 2022

Associação Fênix, Vila Benfica, Comunidade Machado

Bairro Guaianazes

**Benfica**

1:16:31 Section length

**00:00 MEDIATOR**

1. So, we're going to start here, people are coming in the room little by little so I'm going to register. I'm Cleiton Chiarel, and then I'm going to need you to say your name to each other, which then we'll transcribe, write what we're talking about here so it's just for them to know who's who when they hear the voice, ok?
2. So, madam, please speak again.

**AVA**

3. Ava.

**MEDIATOR**

4. Okay, Ava. What about you, dear?

**MICAELA**

5. Micaela

**MEDIATOR**

6. Micaela, ok.

**ANDY**

7. Andy.

**RENATA**

8. My pleasure, Renata.

**MEDIATOR**

9. Pleasure, Renata (laughs).

**JIM**

10. Jim.

**CARLO**

11. Carlo.

**LAUREN**

12. Lauren, my mother's name.

**1:00 SOMEONE ENTERS THE ROOM AND SAYS GOOD MORNING**

**MEDIATOR**

13. Hey, good morning.

**LARA**

14. Lara.

**RICHELE**

15. Richele.

**MEDIATOR**

16. Richele. Look, there is one more chair here on this side, brother.

**(INAUDIBLE.... SOUND OF A CRYING BABY. THE MAN WHO HAS ARRIVED LOOKS FOR PLACE TO SIT)**

17. Everybody is sitting side by side, there's room here, there's a chair.

**ALEXANDRE (RESPONDING TO A PARTICIPANT'S REQUEST TO SIT NEXT TO THE OTHERS)**

18. No, it's fine, I'm just observing here.

**(PEOPLE TALKING AT THE SAME TIME)**

**MEDIATOR**

19. Robert just said something.... let me see.... I don't think it is recording. It's okay, it's recording (in reference to the recorder's sound capture).

20. Robert, just say your name so people can hear your voice so they can write it right.

**ROBERT**

21. Robert [last name suppressed for privacy].

**2:00 MEDIATOR**

22. No, it's fine. Just the first name.

**(SOME PEOPLE TALK TOGETHER)**

**ROBERT**

23. Well, you heard my voice.

**(SOME LAUGH)**

**GOLIAS**

24. Golias.

**MEDIATOR**

25. Golias.

**(SOMEONE TALKS AWAY FROM THE RECORDER)**

26. It's perfect, so guys, let's start then. I'll call Alex first. Alexandre. He'll explain to you a little bit on what the project is about quickly and then we'll follow from there.

**ALEXANDRE**

27. Dale. So, thank you so much for being here today, I'm Alexandre, I work there at the University of Hamburg in Germany along with Katharina, okay? We arrived last week and came together with Cleiton and Bibiana to carry out this research as part of a project that is about investigating, wanting to understand, what happened and what are the effects that COVID had on different communities in Brazil.

28. We had a survey with a similar group in Porto Alegre, actually (two groups). We will also do another one here in São Paulo with people from the city center. So, we're comparing regions,

comparing the cities to try to have this idea and be able to register how it happened here. Our idea is that we will complement this with other data, that we are taking from IBGE, from other sources, from the government and so on and understand exactly where things are tighter [worse]. So, for example, there are people who got sick but there are people who lost jobs. For some people commuting was difficult, and so on. We are trying to understand these other sides of the pandemic, which are not only related to hospital and the disease. With that we, of course, will try to report this so people know what is happening here, will know what is happening with the people of Brazil. We'll take this information to Germany, and will also publish, share. We also work with people from USP, who are supporting us, is our idea as well.

**MEDIATOR**

29. There's the Teto as well.

**ALEXANDRE**

30. Exactly, people from Teto (Teto Brasil, South-American NGO) who brought us here. Our idea is to have a better answer not only for this pandemic but for others... (inaudible) Here is an area that has many environmental issues and so this is also from our research area. What else Cleiton (addressing the mediator)?

**MEDIATOR**

31. No, that was it, brother, let's go.

32. Make yourself comfortable, if you want to say something, just say it.

33. Well, people... here... Whom here has had COVID?

**(TWO PARTICIPANTS RAISE THEIR HANDS)**

34. Aham... It's two, haven't you?

**(REFERRING TO THE OTHERS)**

35. You didn't have it, brother?

**(ASKING GOLIAS THAT HAS NOT ANSWERED THE GRID INTERVIEW BEFORE THE FOCUS GROUP)**

**GOLIAS**

36. I don't think so. (Some laughs)

**LILITH**

37. It's just that Andy got it. He's had enough for all...

**Commented [APS1]:** A COVID and health; A1 Infection

**MEDIATOR**

38. Andy got it twice, didn't she? You are the one who got it twice, that's true. You've had it. You can lend it to someone if you want to... [joking]

39. Well, and whom here was vaccinated? Everyone? Raise your hand. Who's been vaccinated? Everybody's up?

**(THEY ALL RAISE THEIR HANDS)**

40. Everybody got their hands up, okay. And who hasn't vaccinated their children? I mean, who has a child and haven't vaccinated their son yet? Okay, it's easier.

**LILITH**

41. No, she has a son (talking to Micaela, who has the baby in her lap) but she did not vaccinate [him yet] just because he is small, is 1 year old.

**Commented [APS2]:** A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines

**05:01 MEDIATOR**

42. Oh, no. I don't think you're even going to vaccinate your baby [due to age].

**MICAELA**

43. Indeed [agreeing with what the mediator said].

**MEDIATOR**

44. Yes, but who had a daughter? That was... now I do not remember (looking at the participants)... Who here had a daughter that was pregnant?

**RICHELE**

45. Me.

**MEDIATOR**

46. That's you. And your daughter hasn't been vaccinated yet? And you don't think she's going to end up getting vaccinated?

**RICHELE**

47. She's going to have to get vaccinated because pre-birth care requires it.

**Commented [APS3]:** A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines

**MEDIATOR**

48. Aham, I understood. And what kind.... Do you want to say something about it or can I keep going? (addressing COVIDGI team, Katharina, Alexandre and Bibiana)

**ALEXANDRE**

49. You can go on, when we need to, we will interrupt you (laughter from the participants), subtly.

**MEDIATOR**

50. Okay, I'm going to follow a basic script that we have here and then we'll break it. Actually we've already started breaking so it's okay.

51. What kind of practices do you have? Like, how is your routine regarding mobility? Has anything changed for you due to the pandemic so far? Or you are always around here (in the vicinity of Fenix)? Or you need... What has changed in your lives?

**ALEXANDRE (COMPLEMENTING)**

52. Take bus, walking. Which one got harder, or easier...

**MEDIATOR**

53. Exactly (looking at the group). Was there any difference?

**RENATA**

54. It didn't make any difference to me (some restrained laughs).

**Commented [APS4]:** D Vulnerability; D3 Resilience (no impact)

**ANDY**

55. For me, we used to go more often to São Bernardo [do Campo, a neighboring city]. We have relatives so we ended up not going [during the pandemic]. Not only because of COVID but due to the cost. Because everything got more expensive... difficult.

**Commented [APS5]:** B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes)  
C Quality of life; C2 Work/ livelihoods  
C Quality of life; C1 Family  
D Vulnerability; D1 Exposure (travel behaviour)

**JIM**

56. Start walking more nowadays.

**Commented [GS6R5]:** Multiple stressors\* Code 45

**Commented [APS7]:** B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes)

ANDY

57. It's for free, right? So...

(EVERYONE TALKS AND LAUGHS TOGETHER)

06:44 LILITH

58. Every Friday, Saturday, and Sunday up to Vila Holanda. There at the end, still walking.

ROBERT

59. But it was impossible. The changes were everywhere. Because after COVID you can see you get into the topic that Andy talked about. The rising prices of everything. The changes were everywhere. People that could afford using Uber without a second thought today find it difficult, they don't do it anymore.

60. You need to save up on something and transportation also, unfortunately. Also, today if you don't work registered [formal work contract, with worker rights], if you get paid, [but] if you're working on your own, without registration, you will have even more difficulty. Because without registration the employers will not pay you the correct amount, they wanted to pay you with registration. Then they will minimize some things and then you also lose your job and then they won't pay you two or three [bus/train] tickets... Some places [companies] pay... So, it's, in my point of view, wrecked (the system after COVID19). Because those who knew me when I got here, [know] I had a car and don't have it anymore. And now what? I use public transportation in some situations.

LILITH

61. Yes, we avoid public transport at the time because.... (inaudible)

ANDY

62. And the worst part is, especially when people were saying we needed to respect social distancing. People I worked with. So, it's kind of like that. You rely on your luck (when you go inside the bus): "I'm small to fit there in the middle." I used to hide [in the bus, mimicking]. So, the person next to me would hold me and I would not fall. It's complicated.

MEDIATOR

63. It's because it's kind of weird that they tell you to keep your distance....

ANDY

64. Look at the train.... (laughs)

VIVIAN

65. Look at the bus. Five o'clock in the morning we go there... (laughs)

ANDY

66. When you get in, you're lucky. You're lucky if you get in.

MEDIATOR

67. And you see because the jobs that you must go to. They are never close by, right? There is always a long way you must go by car or bus or train...

ANDY

68. It takes me about 3 hours to get where I had to go to work.

**Commented [APS8]:** B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes)  
C Quality of life; C2 Work/ livelihoods  
Cost of travel is determinant

**Commented [APS9]:** B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes)  
C Quality of life; C2 Work/ livelihoods  
Cost of travel and lack of employment induced walking as the default mode.

**Commented [APS10]:** D Vulnerability; D2 Resistance (multiple stressors)

**Commented [GS11R10]:** Multiple stressors - Code 45\*

**Commented [APS12]:** B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes)  
C Quality of life; C2 Work/ livelihoods

**Commented [APS13]:** C Quality of life; C2 Work/ livelihoods (worse work conditions, exploitation)

**Commented [APS14]:** B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes)  
C Quality of life; C2 Work/ livelihoods  
lost of individual vehicle due to economic hardship.

**Commented [APS15]:** B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes)

**Commented [APS16]:** B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes)

**Commented [a17]:** D Vulnerability; D1 Exposure (exposure in public transportation)

**Commented [a18]:** B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes)

**Commented [APS19]:** B Changes in mobility; B3 Change in distance  
B Changes in mobility; B1 Change of residence/ workplace/ education  
Implicit in this comment is the change in the work relation, as Andy was unemployed at the time.

**MEDIATOR**

69. Yes.

**ANDY**

70. So, I walked like crazy. In the biggest rush.

**ROBERT**

71. And you know, an interesting thing that gets to a very crucial topic. You know that I believe that COVID spreads much more inside the public transport than in other areas. Do you believe it? It is about this topic that she speaks (the other participant). Like because it was never possible. Not even if they said that it (public transport) didn't get crowded. But unfortunately, there was no way, because many people who had COVID were going to work and there were people who did not have the symptoms right? And then in this joke there are people (inside the public transportation) who are like: "It is very hot." And take off their masks.

**ANDY (AGREEING)**

72. Many. To eat inside the bus, inside the train... a lot of people take off their masks.

**RENATA**

73. But I think it was a necessity anyway. But there were funk parties and many had no symptoms like that too and took it home.

**ROBERT**

74. Yeah right. Then, but that is the point, Renata. What I mean: People who were more careful and there were lots of careful people. She had to go to work, otherwise, where would you get [income/livelihood].

**RENATA**

75. Because it was a necessity, but what about the funk parties?

**RICHELE**

76. Yes, but there it goes, every time I went to funk parties, I never got COVID. After I stopped going to funk parties, I got with COVID.

**MANY PARTICIPANTS TALK AT THE SAME TIME**

**RICHELE**

77. Because I was saved by alcohol [joking].

**LILITH**

78. You are not getting it. She was using alcohol in the opposite way. In this case she used alcohol to kill COVID inside of her. Because there is no use for it only in your hand, you have to kill inside too.

**(EVERYONE LAUGHS)**

**RICHELE**

79. Then I stopped going and then what happened? I was contaminated with COVID.

**LARA**

80. Because I didn't drink alcohol.

**Commented [a20]:** B Changes in mobility; B2 Change of transp. mode

**Commented [APS21]:** B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes)  
D Vulnerability; D1 Exposure (risk perception)  
D Vulnerability; D1 Exposure (impossibility to socially isolate)

**Commented [APS22]:** B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes)  
D Vulnerability; D1 Exposure (risk perception)  
D Vulnerability; D1 Exposure (impossibility to socially isolate)

**Commented [APS23]:** A COVID and health; A1 Infection  
C Quality of life; C4 Leisure  
D Vulnerability; D1 Exposure (risk perception)  
D Vulnerability; D1 Exposure (impossibility to socially isolate)

**Commented [APS24]:** D Vulnerability; D1 Exposure (travel behaviour)  
D Vulnerability; D1 Exposure (exposure due to work)

**Commented [APS25]:** A COVID and health; A1 Infection (not getting infected, despite exposure)  
C Quality of life; C4 Leisure  
D Vulnerability; D1 Exposure (risk perception)

**Commented [GS26]:** E Source of Info; E2 Folk Wisdom (it was a joke but this common sense thought could have a real background) (?)

(MORE LAUGHS)

ANDY

81. And because I was just sterilizing it out of my body...

10:25 MEDIATOR

82. But now just because I remembered that you said (addressing Robert) that you did not use ... and I'm just going to say it here because people know.

ROBERT

83. Yes.

MEDIATOR

84. That in the interview you said you didn't like wearing a mask, right?

ROBERT

85. Yes, I don't use it.

LILITH

86. He doesn't like it anyway.

ROBERT

87. I use it from time to time.

MEDIATOR

88. But for you, like, on the street it is OK walking without the mask. But then when it was time, you had a mask in your pocket, right? So, you can get into a bank for example. Places that require it, did you wear it?

ROBERT

89. Yes, yes.

MEDIATOR

90. I get it, okay.

LILITH

91. And so, like, we prefer to go to my mother's house walking for 2 reasons: save up on the price of the ticket and not needing to wear a mask.

ANDY

92. The mask is mandatory right.

LILITH

93. Riding (the bus) to her house takes an hour.

11:10 MANY PEOPLE TALK AT THE SAME TIME ABOUT THE MASK

MEDIATOR

94. And it also gets hot right, suffocating.

**Commented [GS27]:** E Source of Info; E2 Folk Wisdom (it was a joke but this common sense thought could have a real background) (?)

**Commented [APS28]:** D Vulnerability; D1 Exposure he actually uses sometimes, as we can see below.

**Commented [GS29]:** Cost of living - Code 45\*

**ANDY**

95. Even the person who has the flu. Can you imagine having to put on a mask with a stuffy nose, the throat...

**Commented [APS30]:** D Vulnerability; D1 Exposure

**11:31 LILITH**

96. Robert and I took 15 to 20 minutes.

**LAUREN**

97. You guys move fast because I take half an hour.

**11:33 EVERYONE TALKS AT THE SAME TIME**

**LILITH**

98. Now, it takes 30 minutes, it's already an hour.

**ANDY**

99. I'd rather not even go.

**Commented [APS31]:** B Changes in mobility; B3 Change in distance  
Not willing to travel because it takes too long.

**EVERYONE LAUGHS**

**LAUREN**

100. But it's an hour and a half. She is saying it's right there, it's right there. And we are still waiting the "right there", isn't it Lilith?

**LILITH**

101. We were near the warehouse. I was near my mom's house. It was about five more minutes to get there.

**ALEXANDRE**

102. But Lilith, when the pandemic started, did you stop using buses? Did you prefer to walk?

**LILITH**

103. No, it's just that I'm a person that does not leave the community due to the projects that we have. We make breakfast and lunch. So, this is taking up a lot of my day. Then when I realize it is gone [the day].

104. To some places we end up walking as they're nearby. I just go out of the community to get donations. If people demand that I go when we receive a donation of furniture or clothing, then, I must go. But then I go by truck, so I don't even need to ride (public transport).

**Commented [APS32]:** B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes)

**ALEXANDRE**

105. Anybody else here switched like that? You used to ride a bus a lot and stopped riding like that? Did you feel like you really couldn't?

**CARLO**

106. I used to ride the Uber a lot and now I'm walking. (laughs)

**Commented [APS33]:** B Changes in mobility; B2 Change of transp. mode

**ALEXANDRE**

107. But then it was about money.

**CARLO**

108. It's because COVID arrived, jobs were gone...

**Commented [APS34]:** B Changes in mobility; B2 Change of transp. mode  
C Quality of life; C2 Work/ livelihoods



**ALEXANDRE**

109. Is the work gone?

**LILITH**

110. It's just that he worked at the bar so...

**ALEXANDRE**

111. Oh, I get it.

**13:00 ROBERT**

112. In my case it was the car, right? I never much liked public transport. Then, either with the car or the motorcycle. But then all the difficulties that came ...

**LILITH (WITH OTHER PARTICIPANTS SPEAK AT THE SAME TIME)**

113. Now you would be crying today, about the price of gasoline. (laughs)

**ROBERT**

114. We say that here in São Paulo. I have some friends in Porto Seguro [in Bahia] that while it was R\$ 5.00 here, there it was R\$ 8.00 a liter.

**LILITH**

115. Now here's R\$ 8,00 how much is there? So, now imagine the price that is there, you like it or not, in general there...

**ANDY**

116. If we compare the price of the [bus] ticket and gasoline, it ends up being the same thing. Because if you need to ride public transport every day and you need to fuel the car, is almost the same thing.

**LILITH**

117. The only difference is the time we spend to get back, right?

**ROBERT**

118. Oh no, and there is no one squeezing you too, right, for God's sake.

**ANDY**

119. I'm sure that's the best part (being ironic).

**MEDIATOR**

120. And taking advantage of what you're saying dear (addressing Andy). How did the pandemic...? Well, I'm looking at you but it's a question that applies to everyone. How did the pandemic affect your physical and mental health? Do you think ...?

**EVERYONE SPEAKS AT THE SAME TIME, SOME LAUGH**

**GOLIAS**

121. She was scared in the beginning, right [about Andy]?

**14: 09 ANDY**

122. In my case I was afraid for a long time because where I worked was COVID'S field hospital. So, we had a lot of contact with people who had it. With relatives of people who arrived there. The work wasn't doing me any good.

**Commented [APS35]:** C Quality of life; C2 Work/ livelihoods

**Commented [APS36]:** B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes)  
C Quality of life; C2 Work/ livelihoods

**Commented [GS37]:** Cost of living - Code 45\*

**Commented [APS38]:** B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes)

**Commented [APS39]:** B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes)

**Commented [APS40]:** B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes)

**Commented [APS41]:** D Vulnerability; D1 Exposure (exposure due to work)

**Commented [GS42R41]:** A COVID and Health; A5 Mental health (Fear)

**MEDIATOR**

123. That's right, that's what caught my attention, because you preferred to leave rather than stay in that environment.

**ANDY**

124. Yes, for various reasons, both because of COVID and because of the situation there. It was neither physically nor mentally pleasant and I was already a little disturbed in my mind. I already am a little bit, aren't I? (some laughs) But I was only getting worse.

**MEDIATOR**

125. And do you think those times you got COVID were by working there?

**ANDY**

126. One of the times I know I got COVID was when my daughter was admitted to the hospital.

**MEDIATOR**

127. That's right.

**ANDY**

128. I left the hospital contaminated by COVID.

**MEDIATOR**

129. The first or the second time? (Referring to the two hospitalizations Andy's daughter had within a 30-day interval).

**ANDY**

130. The second time. The first time was probably on the way from there to here, [or] from here to there. On the way there, you can't exactly tell, right?

**MEDIATOR**

131. Does anyone else have anything to say about this? Someone said something earlier that I didn't hear...

**RICHELE**

132. I told you I was a bit crazy in the pandemic. Lilith knows, right Lilith?

**LILITH**

133. She created a kind of compulsion for eating. Do you remember, Andy? She took everything out on food, she had crying fits and started laughing.

**MEDIATOR**

134. She'd cry and get potato chips.

**(LAUGHTER FROM THE PARTICIPANTS)**

**LILITH**

135. If only it was potato chips. In fact, it was a plate of food, right?

**ALEXANDRE**

136. But that became more frequent because of the pandemic?

**Commented [APS43]:** A COVID and health; A5 Mental health  
C Quality of life; C2 Work/ livelihoods  
D Vulnerability; D1 Exposure (exposure due to work)  
She quit work to avoid exposure.

**Commented [APS44]:** A COVID and health; → Infection

**Commented [GS45R44]:** A COVID and health; A6 Access to healthcare facilities/tests/vaccines

**Commented [APS46]:** A COVID and health; A1 Infection  
D Vulnerability; D1 Exposure (risk perception)

**Commented [APS47]:** A COVID and health; A5 Mental health

**Commented [GS48]:** A COVID and health; A5 mental health (compulsion for eating)

**RICHELE**

137. I had an anxiety crisis and gained weight. I put on some weight, lost some weight... I reached 110kg.

**LILITH**

138. That's where we got... Because she took it out on the food and she was a volunteer.

**RICHELE**

139. And I stayed inside the house, I didn't go out. Lilith called me to be a volunteer because I didn't leave the house.

**LILITH**

140. Then after that we got that job (temporary job in Vila Mariana with about 60 women from the community) that the woman didn't pay anyone. And she was also one of them.

**MEDIATOR**

141. No, but just out of curiosity. Here there are about five that worked there, right?

**LILITH**

142. Andy did, Renata...

**MEDIATOR**

143. No, Andy didn't go.

**RENATA**

144. There's me and Lauren, we're missing someone else...

**LAUREN**

145. I even asked her for it yesterday. It was difficult, difficult work.

**LILITH**

146. And there is also the value paid for the jobs. People started to exploit others a lot more because they see that the other person needs it. So, instead of paying what the person deserves, what is right...

**MEDIATOR**

147. Yes.

**LILITH**

148. The value goes down because there's the one who'll make the contact. For instance, I'll refer to you an employee, but then when the time comes, I will end up taking money from that family, that woman, that husband. This person gets a commission out of what's paid, you get it? And they did not even get the job...

**ROBERT**

149. It takes a bit from both sides to tell you the truth...

**LILITH**

150. Yeah, if it's 120, let's say it's 40, it only pays 80.

**Commented [APS49]:** A COVID and health; A5 Mental health  
D Vulnerability; D2 Resistance (comorbidities)  
D Vulnerability; D3 Resilience (factors of resilience)

**Commented [APS50]:** A COVID and health; A5 Mental health  
D Vulnerability; D2 Resistance (support from social networks)

**Commented [APS51]:** C Quality of life; C2 Work/ livelihoods

**Commented [APS52]:** C Quality of life; C2 Work/ livelihoods  
increased exploitation because people were in hardship

**Commented [APS53]:** C Quality of life; C2 Work/ livelihoods

**LAUREN**

151. No, in our case we earned 60 BRL a day because the other one earned 20 BRL on top of us.

**MEDIATOR**

152. By referring?

**LAUREN**

153. Yes, that's how it was.

**LILITH**

154. The referral I made, she got.

**LAUREN**

155. After we need to talk Lilith. (laughing)

**MEDIATOR**

156. And Robert, how was that for you?

**ROBERT**

157. The anxiety crisis I had ended up affecting my whole body, my head, and I was kind of...

**Commented [APS54]:** A COVID and health; A5 Mental health

**LILITH**

158. That time he thought I was going to kill him with the antiallergic, remember?

**Commented [GS55]:** A COVID and health; A7 use of alternative treatments (Not for COVID but induced by the COVID pandemics)

**ROBERT**

159. And then I got anxious, I couldn't sleep, she tried to give me the medicine...

**Commented [GS56]:** A COVID and health; A5 Mental health

**LILITH**

160. I gave him the girls' medicine.

**Commented [GS57]:** A COVID and health; A7 use of alternative treatments (Not for COVID but induced by the COVID pandemics)

**CARLO**

161. And he was asleep for almost two days.

**ROBERT**

162. I had a very hard time. I couldn't even speak because of this medicine. I even commented with the mediator.

**MEDIATOR**

163. Did taking the medication give you that?

**18: 33 ROBERT**

164. It is, because....

**SECTION IS MOMENTARILY INTERRUPTED BY THE WELCOME POSTER FALLING ON THE BACKGROUND**

**MEDIATOR**

165. Oops!

(LAUGHTER FROM THE PARTICIPANTS)

LILITH

166. She walked out just in time.

18:53 ALL SPEAK AT ONCE AS THE WELCOME SIGN IS REPOSITIONED

ROBERT

167. Then I didn't sleep for two days. Then you see, I had stopped smoking. Then I started smoking again. All because of this crisis. I was a few days without sleep until I took the medicine. Then I slept for two days, didn't I? For two days, more or less, sleeping. I couldn't speak properly. But even then, this anxiety crisis created insomnia, remember Lilith? That I was several days like that. I didn't sleep. She slept, and I stayed awake, sometimes I nodded off.

Commented [APS58]: A COVID and health; A5 Mental health

LILITH

168. He became kind of a psychopath. You know when a person hears something like that, some noise in the house? Sometimes it's a kitten that passed by and he would say "someone's coming in".

Commented [GS59]: A COVID and health; A5 Mental health

ROBERT

169. It was, it generated several things. Even an itch crisis that I had, that I got all over my body, so it generated...

LILITH

170. You know when you get measles? It became like that.

MEDIATOR

171. And apart from this period when Lilith gave you this medication and so on, did you take anything else?

ROBERT

172. Well then, she left me in a state of shock. It got worse because I said that I was afraid. I wouldn't take anything else. I kind of have trouble taking medication. It's bad even to go to the hospital. You saw that to take the vaccines was tough. That was the first (dose against COVID) I almost broke her arm! I said, "Now I'm a man, I won't do that."

Commented [APS60]: A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines

ALL LAUGH AND TALK AT THE SAME TIME

LILITH

173. Getting a tattoo doesn't hurt, right?

MEDIATOR

174. Ah, but then you didn't get a vaccine (addressing Carlo, for some side comment he made during Robert and Lilith's speech).

ANDY

175. But it wasn't the needle, was it? I regretted the needle...

MEDIATOR (ADDRESSING CARLO)

176. Hi Carlo, but haven't you had the vaccine yet?

CARLO

177. The line is too long, it's been full all day.

Commented [APS61]: A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines

**LILITH**

178. It doesn't take 15 minutes to go... (inaudible)

**VIVIAN**

179. That's not good enough, Carlo. Find another one, Carlo.

**ROBERT**

180. I think this pandemic caused (interrupted by Lilith)...

**LILITH**

181. There was also the problem of your sister who gave you more ... (referring to emotional stress)

**Commented [GS62]:** A COVID and health; A5 Mental health

**ROBERT**

182. Yeah, there was also my father's accident.

**LILITH**

183. There was his father's accident, then there was his sister...

**MEDIATOR**

184. Yeah, you lost a lot of weight before that, didn't you?

**ROBERT**

185. I lost about 20 kg more or less. I was 80 kg and got to 86 kg... I remember that I started losing all along... Today I weigh what? About 65kg, 64kg.

**Commented [APS63]:** A COVID and health  
General health conditions.  
Weight loss

**RICHELE(CELEBRATING)**

186. Oh yeah! I am almost there, I weigh 85kg.

**Commented [GS64R63]:** Consequence of covid?

**CARLO**

187. I need to lose weight.

**Commented [APS65R63]:** Not directly of COVID, but of social isolation.

**LILITH**

188. I'll get you a volunteer job...

**MEDIATOR**

189. You had told me that your sister... I'll say it here because people will transcribe it....

**ROBERT**

190. Yes, yes.

**MEDIATOR (REFERRING TO ROBERT)**

191. Did your sister have a heart attack or something?

**LILITH**

192. She had COVID.

**MEDIATOR**

193. Yes, I don't understand, she had a heart attack and went to the hospital.

**ROBERT**

194. See well, what happened was that she had COVID and didn't know it.

**Commented [APS66]:** A COVID and health; A1 Infection  
A COVID and health; A6 Access to Healthcare facilities/  
Tests/ Vaccines

**LILITH**

195. She was asymptomatic, she had no symptoms.

**ROBERT**

196. My niece, to tell you the truth, managed to get a job. So, she went back and forth.

**Commented [APS67]:** D Vulnerability; D1 Exposure (exposure due to work)

**MEDIATOR**

197. Yes.

**ROBERT**

198. And then what happened was that my niece got COVID and then she passed it on to her husband and to my sister.

**Commented [APS68]:** A COVID and health; A1 Infection D Vulnerability; D1 Exposure (exposure due to work)

**MEDIATOR**

199. Right.

**ROBERT**

200. Then what happened, during this “game” COVID... She had COVID and had a heart attack. The doctors say that COVID helped this impact on her. And then she found out that she only had 55% of her heart working. The other half was not working and that's when she had the electrocardiograms done... It's because she had already had a [heart attack] in 2013.

**Commented [APS69]:** A COVID and health; A2 Hospitalization

**MEDIATOR**

201. Ah, she had two then.

**ROBERT**

202. So, nobody knew, there was a healing of her heart. It hurt and healed itself, right? So, only 55% of her heart was left working and the other 45% has now stopped. And that's when she was in the middle of the non-COVID ward. And the doctors hadn't done any [COVID] tests on her. And then, when she was transferred to another hospital, they did the COVID test with the general practitioner, if memory serves me correctly, and asked if she had done the tests. And they said it wasn't necessary because it had been a heart attack. And then he said no, you are required to do this test, and that's when she did it and discovered that she was asymptomatic, asymptomatic what do you mean?

**Commented [APS70]:** A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines

**LILITH**

203. Yes, she was asymptomatic.

**ROBERT**

204. And then she didn't have the symptoms.

**LILITH**

205. She transmitted COVID but did not show that she had it.

**ROBERT**

206. So, you can imagine how many people were there in the room with her that could have caught it and so on.

**MEDIATOR**

207. And in the hospital, right? how crazy!

**ROBERT**

208. So, it's something like that...

**LILITH**

209. Look, I think you had gone to visit her the same week, a week before she was hospitalized.

**Commented [APS71]:** D Vulnerability; D1 Exposure

**ROBERT**

210. Yes, I had visited her.

**MEDIATOR**

211. That's how it goes.

**LILITH**

212. Yeah, but did you tell her that you almost beat up the doctor because he wouldn't do the exam?

**ROBERT**

213. It's because Lilith was.... I even told Cleiton (mediator) that I was at a truco (card game) and the guys at Sextou (name of the bar). Those who know us.

214. And then Pico (nickname of his friend) showed up with symptoms, and everybody got desperate. Then we started to do the test. We went to the clinic, and I did mine. But they didn't want to do it for Lilith. But I got nervous because it is mandatory. This was the case of a pandemic, a general pandemic. There is nowhere to run. It is necessary, to do the test.

**Commented [APS72]:** A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines

215. [they said] "No, we don't need it, her problem is stress".

216. Dude, how come stress? Because whether you like it or not, it has opened up a range for everyone to get COVID. How can I go there, and do it and you can't do it?

**MEDIATOR**

217. Sure.

**ROBERT**

218. I was angered. I said, "Look buddy, I'm going to tell you something, today she's coming here to try to do something if she shows up with a symptom or happens at home, I'll come back here, it's going to get crazy."

**Commented [APS73]:** A COVID and health; A5 Mental health  
A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines

**LILITH**

219. He didn't say to get angry, he said I'm going to get you.

**ALEXANDRE**

220. In relation not only to you, but to the others, did they also have any difficulty in accessing it?

**25:16 LILITH**

221. I went twice, I tried to go twice, and they didn't want to it. I went to the hospital. When got there, I remember that I was feeling bad at the general hospital here in Guaianazes. A doctor said that my problem was pressure and a little stress, then it was ok. He gave me medicine, I took the medicine in the vein and came home, my pressure was very high. Then, after about 10 days we went to this station, and he claimed the same thing that my problem was stress and pressure did not want to do neither in the hospital nor the...

**Commented [APS74]:** A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines

**ALEXANDRE**

222. The COVID test.



**LILITH**

223. The COVID test, only Robert could do it twice, I couldn't do it at all.

**Commented [GS75]:** A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines

**ALEXANDRE**

224. Ok, what about other things, guys, did you have anything like that?

**RICHELE**

225. My husband and I took all the children to do the test after I found out I was pregnant, because we all lived together. Then everyone did the test, then it was my son's and my husband's turn, and the woman didn't want to do the test there on the spot. He sleeps with me; he lives with me. My son lives with me, and he won't do it?

**Commented [APS76]:** A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines

226. She said, "You would be taking the test from someone else." Then my husband got the paper and went back and said, my wife told you to do the test. Then the woman didn't want to do his test. Then I said, "Really? What are you not going to tell her?" [the husband replied] "But I already talked to her, she doesn't want to do it." I opened the door and said, "My husband and my son are going to take the test because if not, I will call Interpol (police) here and let's see if you won't do it." Ah, so someone else can live, my husband may die knowing that he was with me and COVID, do you understand? I don't care, they will do the test. She got all red.

**LILITH**

227. She's talking like that because when she's nervous she makes a fuss, you know?

**RICHELE**

228. Yes, my husband tried to avoid that. But she didn't help, you know? He took the paper and went there and when I went, I started to scream because there's no way this could happen. It's ok, I want to kill him sometimes. (kidding)

**27:16 MEDIATOR**

229. How about you Lara, did it happen to you? Something similar?

**LARA**

230. No.

**MEDIATOR**

231. Nothing?

**LAUREN**

232. Lara committed herself in the house, she couldn't see anyone.

**Commented [APS77]:** B Changes in mobility; B4 Immobility/ work, study from home

**LILITH**

233. She did complete isolation.

**LARA**

234. I went out only to get bread and... Total isolation so I had nothing, thank God. Neither with a doctor nor with COVID.

**ALEXANDRE**

235. Bringing more people into the conversation.

**MEDIATOR**

236. I'll put, I'll come. Jim, talk a little bit, because this way you had....

**LILITH**

237. He's the one from the robbery we were talking about.

**MEDIATOR (ADDRESSING JIM)**

238. Because you had...

**GOLIAS**

239. Oh no, you broke both your legs man, I broke one and it was hard enough, two at the same time, imagine, tell him, he's brave.

**LILITH**

240. He is brave.

**JIM**

241. The pandemic was heavy for me because of my work, understand?

**Commented [APS78]:** C Quality of life; C2 Work/ livelihoods

**MEDIATOR**

242. Yes.

**JIM**

243. Because I work with Carnaval, so it was forbidden, you know? In the times of the pandemic...

**MEDIATOR**

244. And you also have that situation of...

**JIM**

245. Yes, I have bronchitis, I have chronic bronchitis. So, when you said isolation, I wouldn't even go out of the house because I have chronic bronchitis so I would be more... it attacks faster. I thought, no, I have a weak lung, I have bronchitis, I would die. It's better to stay at home, I was isolated yes.

**Commented [APS79]:** D Vulnerability; D2 Resistance (comorbidities)

**MEDIATOR**

246. And when vaccination began, did you go there quickly to get vaccinated? You were in the first group, more or less, right, almost?

**JIM**

247. So, I didn't have a report that proved bronchitis, I had to have one, right?

**Commented [APS80]:** A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines

**MEDIATOR**

248. Yes.

**JIM**

249. To prove it so you could take it. So I kept waiting for the shipment after pregnant women, after people with chronic diseases.

**ANDY**

250. It's because what complicates is the autoimmune.

**JIM**

251. Yes.

**LILITH**

252. Because we can't even get normal care, let alone the report.

**JIM**

253. That's right.

**(SOME LAUGHS)**

**MEDIATOR**

254. So, in general, you... the public power... The healthcare environment wasn't very receptive, wasn't being very receptive to you, right? Like you tried... you had to fight to get tested, you were hospitalized without knowing, and you ended up contaminating other people.

**(ADDRESSING MICAELA)**

255. Tell me, where are you, behind the pole?

**MICAELA**

256. It's the same, that was my mother.

**LAUREN**

257. That was the first time you had.

**MEDIATOR**

258. Was it?

**LAUREN**

259. She had once that she didn't have anything [symptoms] and didn't feel anything. And she tested positive and then I was bad. Then, I went to the AMA [local health clinic] and told them that she had tested positive and that I was bad, and they didn't want to do the test.

**MEDIATOR**

260. Is the AMA up here?

**LAUREN**

261. It's... (inaudible)

262. They didn't want to do the test me because they said they didn't have time. And I was bad, she did not have anything.

**MEDIATOR**

263. Were you showing any symptoms?

**LAUREN**

264. I was already bad.

**MICAELA**

265. I had no symptoms at all.

**LAUREN**

266. I imagined it was, then they didn't want to do the test and told me to come back in 3 days, and I didn't go back.

**Commented [APS81]:** A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines

**Commented [APS82]:** A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines

**ANDY**

267. One of the times was almost because of Robert, his sister. I caught it inside the hospital in the pediatric ward. In the pediatric ward, so my daughter was lucky that she didn't get it. Because she was already not well. She was very lucky that she didn't get it because I got it inside the hospital.

**Commented [APS83]:** A COVID and health; A1 Infection  
D Vulnerability; D1 Exposure

**GOLIAS**

268. And I also caught this flu.

**MEDIATOR**

269. Which flu?

**GOLIAS**

270. H1N1, I used to work in the market, everybody worked like that (making a tired gesture).

**Commented [APS84]:** A COVID and health; A1 Infection  
In this case, H1N1 or other influenza.  
D Vulnerability; D1 Exposure

**MEDIATOR**

271. Oh, really Golias?

**GOLIAS**

272. And everybody was limp.

**MICAELA**

273. And everyone at home got it.

**Commented [APS85]:** D Vulnerability; D1 Exposure  
Exposure in the family is very common.

**GOLIAS**

274. I got it too.

**LILITH**

275. The end of the year was the best of Andy's life, she couldn't do anything.

**GOLIAS**

276. I couldn't do anything. At work, the kids played their businesses, the guys were dying, and the boss was also contaminated, everybody for three days.

**Commented [APS86]:** A COVID and health; A1 Infection  
C Quality of life; C2 Work/ livelihoods  
D Vulnerability; D1 Exposure (exposure due to work)  
This sequence with Golias gives the impression exposing oneself due to work is the standard. In this context, implementing social distancing seems harder than in an environment in which protecting the workplace from diseases is valued.

**MEDIATOR**

277. But you went to work even when you were sick?

**GOLIAS**

278. We were going to work...

**LILITH**

279. Because if I don't work, how can I support myself?

**Commented [APS87]:** C Quality of life; C2 Work/ livelihoods  
D Vulnerability; D1 Exposure (exposure due to work)

**MEDIATOR**

280. Yes, yes, yes, you have to go... And Micaela, with you the same situation is nothing serious. Well, only your mother got it.

**MICAELA**

281. Only my mother got it, only once too.

**MEDIATOR**

282. Yeah, and with Brenda (pointing to the baby on Micaela's lap) you keep moving her up and down? Did she have anything?

**MICAELA**

283. Just this bronchitis she has now, but she always had bronchiolitis, like I told you.

**MEDIATOR**

284. Yes, yes, I understand.

**MICAELA**

285. An appointment at the clinic when you can get it. It's difficult to get an appointment with the pediatrician. If you leave at 6 o'clock in the morning you will arrive home at 5 o'clock in the afternoon (baby coughing during her speech). That's when you get it, because sometimes you wait, wait, wait, nothing comes out and you leave.

**ROBERT**

286. But now what has made it a little easier for us with the health center is that now we have the support of Thais. She is now a member of the council and then what happens, if there is some situation... Here, if there is some situation that... For example, if you arrive at the health center, you see that people are sitting there, they are not moving (working). Because this has happened many times. If you go looking for a service, they are not there, they are not serving you. You can get the counselor's phone number and send a message to her immediately, that's why we did all that running to be able to join the council.

**MEDIATOR**

287. Yes.

**ROBERT**

288. Because she will speak for our community today. Because before when you went to the paper you needed an address so you could register there. And then they wouldn't do it because the address didn't match and so on. And then what happened is that today because she is a counselor, when she calls it's like "Look, this are the people from my community." The support comes really quick, they get a move on.

**RENATA**

289. Yes. So, I go there to talk to her that by God I'm about to have an operation in my eye. This eye here is almost blind, and I need to see a doctor so that he can give me a referral. Then I can go to CEMA [local hospital]. So far, my son, I haven't managed to get it.

**MEDIATOR**

290. Renata, I was just waiting for you to come back here to ask you this.

**LAUREN (ASKING RENATA)**

291. Can't you get into the system to schedule it straight away? You have to be referred then? Free treatment has to be referred. Because when I went because of the ear, it was straight away.

**ANDY**

292. Yes, she got it straight away.

**LAUREN**

293. It's just you, but it has to be you. You have to go there to schedule it, because when you schedule it for me you can't. You have to go there directly.

**Commented [APS88]:** A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines

**Commented [APS89]:** A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines  
D Vulnerability; D2 Resistance (social capital, social networks)  
The access to health services is mediated through a local council member. It demands political clout.

**Commented [APS90]:** A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines  
C Quality of life; C2 Work/ livelihoods

**Commented [APS91]:** D Vulnerability; D3 Resilience (factors of resilience)

They organized politically to elect a councilmember. Now they have the political currency to access the service via the "side door".

**Commented [APS92]:** A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines

**LILITH**

294. You need to go to the doctor again because she is deaf from one ear.

**LAUREN**

295. Almost from both.

**LILITH**

296. So, there you go. Look how beautiful, this meeting was good.

**LAUREN**

297. Why do you think I didn't come back? It's at the house at the end of the world, my daughter...

**ANDY**

298. I think she wants to wait to go deaf, her eardrum is burst.

**MICAELA**

299. I am too...

**ANDY**

300. She has a burst eardrum on one side.

**LAUREN**

301. I can only hear you because. (inaudible)

**ANDY**

302. She often cries from earache...

**34:41 SEVERAL PEOPLE TALKING AT THE SAME TIME (LAUGHTER)**

**MEDIATOR**

303. Okay, just a little bit, there are two pieces of information that I had to ask you now. First, Renata is a little bit out of the story that I was going to ask you. You had a surgery that had to be done before the pandemic. And when the pandemic broke out, they moved you to... Until now you still haven't been able to do it... It's been 2 years... Isn't it you that had a surgery that you couldn't do?

**RENATA**

304. No.

**MEDIATOR**

305. I'm going to find someone who told me that.

**RENATA**

306. Not me (laughing) (note: during the individual interview, the participant reported the delay and consequently the cancellation of the surgery because of the pandemic)

**MEDIATOR**

307. And who had a... had a strong migraine or something like that? That you have to take serum to get rid of?

**MICAELA**

308. Me.

**MEDIATOR**

309. That was you, right? So, when I asked you about health care, I was thinking about that about you...

**MICAELA**

310. I go more to hospitals, sometimes the hospital is fast, sometimes it takes a while. But they always help me, but I always go to the hospital, never to a health center.

**Commented [APS93]:** A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines

**MEDIATOR**

311. During the pandemic, is it being calm during this period for you? Have you been able to go, to be attended to when needed?

**MICAELA**

312. Yes.

**MEDIATOR**

313. Yes, that's what I was asking you.

314. And how have you dealt with these social events? The people who go to the Forró [party] and the people who go to the funk [party]? Hey Golias, let me ask this question to you.

**GOLIAS**

315. No. I don't go out, I just stay at home.

**CARLO**

316. I don't know either, there are too many people.

**Commented [APS94]:** C Quality of life; C4 Leisure D Vulnerability; D1 Exposure (risk perception)

**LILITH (ASKING CARLO)**

317. Where didn't you go?

**GOLIAS**

318. Look who's bringing COVID home.

**CARLO**

319. I come with more alcohol in my body than when I left home.

**LAUREN**

320. What a responsibility, huh?

**CARLO**

321. What about you? I was just saying that you go to funk parties.

**ANDY**

322. But we're vaccinated, with the three vaccinations. We get right, we go out once a week.

**Commented [APS95]:** C Quality of life; C4 Leisure D Vulnerability; D1 Exposure (risk perception) After vaccinating, they feel they can expose themselves for leisure.

**37:20 CARLO**

323. Oxé. They said it's easier to get it with them than without.

**Commented [APS96]:** E Source of Info; E2 Folk Wisdom

**ANDY**

324. No, I've already had two vaccinations.

**CARLO**

325. That's the weakest way.

**MEDIATOR (ASKING CARLO)**

326. Where did you hear that? Who told you?

**CARLO**

327. Back at my work, everyone says that you get weaker (after being vaccinated), I don't know what...

**Commented [APS97]:** E Source of Info; E2 Folk Wisdom/hearsay

**ANDY**

328. I heard that after the vaccine you can get it, but you don't get it with the same potency as if you hadn't been vaccinated.

**RICHELE**

329. But I was afraid I had COVID because I had no taste, no smell, no taste. I was one month without feeling anything. Then I started to watch the news and it was talking about this. That I had to do stuff like this. Then I made coffee, and I did it like this (simulates bringing the nose close to the coffee cup). The best thing was to smell coffee. It was very hard to eat, not feeling any taste, not feeling the smell of anything. You have to see if there is a bad smell, you don't feel it, but then it is funny.

**Commented [APS98]:** A COVID and health; A1 Infection

**ALEXANDRE**

330. Did you see this on TV? When did you hear that this was a symptom of COVID?

**Commented [GS99R98]:** A COVID and health; A5 Mental health (fear)

**RICHELE**

331. No, I didn't hear that this was a symptom, I knew that this was a symptom of COVID.

**ROBERT**

332. You said you saw it on TV.

**RICHELE**

333. What I was seeing on television is that people who had COVID, had these symptoms, the side effects, the taste didn't come back, the sense of smell.

**Commented [APS100]:** E Source of Info; E4 Local News

**ALEXANDRE**

334. But then, what I am trying to understand is, he talked about a work...

**RICHELE**

335. It was in the news, in Fantástico (a weekly television program) that was being broadcast.

**Commented [GS101]:** E Source of Info; E4 Local News

**ALEXANDRE**

336. What else did you hear, where did you seek information?

**RENATA**

337. On television.

**Commented [APS102]:** E Source of Info; E4 Local News

**RICHELE**

338. On Fantástico, what happened to people with COVID was being shown, so I learned about coffee powder, smelling coffee... these things helped.

**ALEXANDRE**

339. Got it.



**RENATA**

340. It's funny that I took the two doses in one, I had no pain, no symptoms, I had nothing. I took one day when I started to feel a sore throat and I spent 3 weeks inside the house with fever, everything that you can imagine. It's strange and my husband took the first one, but he didn't have anything. And said that the second one knocked him down too.

**Commented [APS103]:** A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines

**CARLO**

341. Everyone says that the second one is bad.

**ANDY**

342. Ah, what brought me down was the third one, gee, I cry until this day (laughs).

**Commented [APS104]:** A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines

343. I even had a fever. The woman looked at me and said no, not this one because I took two of the same ones and the other was different, this one doesn't cause any symptoms. I said, wow, the others said they caused (side effects) but they didn't. Right, so this one, which doesn't give me a fever, my arm was sore, it was beautiful (being ironic).

**LILITH**

344. Started to get depressed, won't take the third dose...

**Commented [GS105]:** A COVID and health; A5 Mental health

**40:08 SEVERAL TALKING AT ONCE**

**40:42 MEDIATOR**

345. Speak up, dear.

**VIVIAN**

346. I'm pretty sure I got it, I have a problem with this ear, just like her (pointing to Lauren).

347. When I got Corona, because I'm pretty sure I got it, those problems I had with my teeth started to hurt. It had been a long time since it had hurt, I had stopped the problems and after I got COVID it started to develop the problems that I had before.

**Commented [APS106]:** A COVID and health; A1 Infection

**MEDIATOR**

348. OK, so you didn't go to see anyone. When did you have this?

**VIVIAN**

349. What do you mean, did I go?

**MEDIATOR**

350. Did you go to the clinic?

**VIVIAN**

351. No, I didn't take the test.

**Commented [APS107]:** A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines

**ROBERT**

352. Hi Cleiton, I'm just going to repeat the question that he (referring to Alexandre) asked here for her and people didn't hear. If anyone else got information other than from the television. If there was any other source of information, that he asked, and I don't think people heard.

**ANDY**

353. I had no information, but I had a case in the family of a cousin that recently passed away, that she had COVID asymptotically. Nobody knew. Her mother didn't know and then they took them to the hospital. When they got there, she had already had COVID for some time. And because of this

COVID that she had, and nobody knew about, it stayed in her organism and then some health problems came up that led to her death. She was hospitalized for a long time and the doctors said it was the asymptomatic COVID that stayed in her system.

**ROBERT**

354. COVID makes you weaker.

**LILITH**

355. It's like Robert's sister.

**ALEXANDRE**

356. But then you got informed at the hospital, right?

**ANDY**

357. Actually, the whole family knew. A step by step about what was going on with her. So, everything that the doctors told us, the parents told us.

**ALEXANDRE**

358. And trying to understand, you don't know if you got COVID or not because you didn't test, is that it? But you had the symptoms...

**VIVIAN**

359. Yes. When I got it, I was like this, delirious in bed. I couldn't stand up and my nose and forehead hurt like hell. Something that never happened, like a normal headache. It hurt like hell. And I couldn't stand up because of the weakness.

**GOLIAS**

360. But they said it wasn't COVID, they said it was the new flu.

**VIVIAN**

361. And I couldn't smell anything, like her (pointing to Richele).

**CARLO**

362. You couldn't even taste it either?

**VIVIAN**

363. No taste.

**RICHELE**

364. So, this flu was a Corona in disguise (laughs)

**MEDIATOR**

365. Yes, it was similar.

**ANDY**

366. It's another name for COVID.

**ALEXANDRE**

367. There's something else people. Cleiton is asking, but other things you used to do in your social life like that, visiting friends...

**Commented [APS108]:** A COVID and health; A1 Infection

**Commented [GS109R108]:** A COVID and health; A3 Death  
A COVID and health; A4 Long-Covid

**Commented [APS110]:** A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines  
There is major uncertainty about having COVID. Tests seem very difficult to get.

**MODERATOR**

368. Go to the park, do leisure activities like this.

**RICHELE**

369. I didn't do any of that, I used to go to the Forró (dance hall), I used to sleep all day long. (laughs)

**ALEXANDRE**

370. And during the pandemic, was everything the same or did it change?

**RICHELE**

371. It didn't change, actually I stopped going out more when my husband left (from prison) (laughs)

**Commented [APS111]:** D Vulnerability; D3 Resilience  
No change in behaviour.

**LILITH**

372. Well, she used to, after he was released, she didn't go out anymore.

**RICHELE**

373. It's because now he wants to go out with me, but it's no fun anymore...(laughing)

**CARLO**

374. It's no longer fun.

**ALEXANDRE**

375. And for the rest of the guys, did it change anything? From seeing her relatives...

**LILITH**

376. We started going out less, much less

**Commented [APS112]:** C Quality of life; C1 Family  
C Quality of life; C4 Leisure

**JIM**

377. That's right, a lot less.

**Commented [APS113]:** C Quality of life; C1 Family  
C Quality of life; C4 Leisure

**GOLIAS**

378. And the problems were two (the robbers that caused the fractures in Jim's legs) that ended his fun, he has to catch them, right Jim?

**JIM**

379. Ah, really. I'll get better at going after them. (laughs)

**44:38 GOLIAS**

380. When Renata told us, when it happened that Jim got hurt, I said, "Bro I don't know, to break it you have to be tall huh? "

**(JIM REACTED TO A ROBBERY AND WHEN CHASING THE BANDITS FELL 4 METERS DOWN A CLIFF).**

**RENATA**

381. We used to go every other Sunday to my husband's parents, and we quit doing it also. We stopped going to visit my husband's parents.

**Commented [APS114]:** C Quality of life; C1 Family

**MEDIATOR**

382. And have you gone back to visit them or not yet?

**RENATA**

383. No, not yet. Not since COVID started we haven't been there anymore and we used to go once a week, every 15 days.

**Commented [APS115]:** D Vulnerability; D3 Resilience  
Not going back to previous behaviour.

**MEDIATOR**

384. And is it far from here?

**RENATA**

385. Sapopemba (a suburb of São Paulo). Yes, it's far, then his mother died too, and we only went for the funeral and then we didn't go anymore.

**MEDIATOR**

386. The burial was in a closed coffin, wasn't it?

**RENATA**

387. Yes, but she had another kind of illness, right?

**MEDIATOR**

388. Yes, I see.

**45:20 ALEXANDRE**

389. And whom else are you talking about that also reduced, met the staff just at the doorstep?

**JIM**

390. Yes, I didn't even go out, the people who came to visit me, I stayed at the door. I was inside and they were outside, we would talk, and they would leave.

**Commented [APS116]:** C Quality of life; C1 Family

**ALEXANDRE**

391. Yes, but was it really because of fear of COVID?

**JIM**

392. Fear of COVID, for real (laughs a little).

**Commented [APS117]:** D Vulnerability; D1 Exposure (risk perception)

**ROBERT**

393. Yeah, the same thing happened with my father. When my father, he has a car and he always came there, right bro? Then because of COVID, he stopped.

**Commented [GS118R117]:** A COVID and health; A5 Mental health (fear)

**Commented [APS119]:** C Quality of life; C1 Family  
D Vulnerability; D3 Resilience

**LILITH**

394. But he is in a risk group, his wife has bronchitis too.

**Commented [APS120]:** D Vulnerability; D2 Resistance (comorbidities)

**ROBERT**

395. And he stayed... it's been a while since he's been away.

**LILITH**

396. It's been a year since he's been here, right?

**Commented [APS121]:** D Vulnerability; D3 Resilience  
Not going back to previous behaviour.

**ROBERT**

397. No, my father .... I don't think you've seen him yet.

**MEDIATOR**

398. He's from Bahia (northeastern Brazilian state), right? He lives in Bahia.

**ROBERT**

399. Yes, he lives here in Arujá, but when the accident happened, he had gone on a trip to Bahia. He has a house in Porto Seguro and had to take care of some things there.

**MEDIATOR**

400. Ok, so... events... I will read a question here: did you experience any event that radically changed the way you acted during the pandemic?

**ALEXANDRE**

401. Was there some moment like that that changed everything? Or no, was it gradual?

**MEDIATOR**

402. For example, Robert said... I don't know if it was that moment, apart from your sister. What I realized talking to you before (during the individual interview) was that you were there at the table playing, and you guys were not wearing masks, cool .... then a partner of yours said that he was infected and that was it! Was it then that you started acting differently, after you found out about it?

**ROBERT**

403. It changed because when I found out about it, to tell you the truth, it wasn't when I was at the table. Because I was playing truco there... It was afterwards, I was there on a Sunday during a celebration...

**Commented [APS122]:** D Vulnerability; D1 Exposure (risk perception)

**LILITH**

404. Then they came to tell me on Tuesday.

**ROBERT**

405. Yes, they came to tell me on Tuesday, and I was more afraid because I was going to start working with my father. I would split the Uber (both would work together driving the car). I had already done the registration and had done everything and then I couldn't even get close to my father, because my father is at risk. my father has bronchitis, and his bronchitis is very serious and so, that left me at the time, gave me that impact, I said we were starting... the association (Fênix) was starting to grow, the girls (referring to some of the focus group participants) remember that time.

**Commented [APS123]:** C Quality of life; C1 Family  
C Quality of life; C2 Work/ livelihoods  
D Vulnerability; D1 Exposure (exposure due to work)

**LILITH**

406. Do you think this was impactful in his life?

**ROBERT**

407. Man, it scared me... I was like, I told him, man.... COVID and then you remember... a lot of people dying, a lot of people hospitalized, what's going to happen?

**Commented [GS124]:** A COVID and health; A5 Mental health (Fear)

**LILITH**

408. We were starting the association's process and we were already distributing breakfast and lunch... basic staples kits, clothes... So, we had a lot of things to be donated and then we had to stop everything for 30 days until we could get the results that take so long in the hospital, and we had to stop everything, and send the girls to stay home.

**ALEXANDRE**

409. And then you had suspicions too?

**ROBERT**

410. Yes, because it is due... thinks the guy...

**LILITH**

411. He was playing with the guy, playing pool with the guy.

**ROBERT**

412. Truco, it was truco. And then we were drinking, everyone was drunk, spitting, you know. The biggest mess and the guy came face to face with me. My guy spit on my face all over. I forgot about the COVID, I forgot everything, went crazy then.... We forgot everything and then when you thought that no (that there was no problem) comes the call from Vico (nickname of friend) saying he has COVID. Come on... the good thing is that the people we were in the house, the people wanted to assist in the best possible way. Only that at the time I was angry.

**LILITH**

413. Angry? What's it like?

**ANDY**

414. It was the force of hatred, if I had caught the guy, I would have slapped him a few times.

**ROBERT**

415. Why? Because automatically we understand what? He was already showing some symptoms.

**LILITH**

416. He already knew.

**ROBERT**

417. Because when I saw him arrive I realized he wasn't very well, the way he was.

**GOLIAS**

418. A little droopy, wasn't he?

**ROBERT**

419. He was kind of like that, that look on his face like ... (inaudible) and so on, and when he was going to pick up a can (of beer) because I watch people a lot, I watch them like this. And then when I saw him picking up a can, he did this kind of thing before picking it up (makes gestures to illustrate that he was not well) but I think that after he had a few he was happier. He showed some improvement, but I felt he was a little down, a little weak, so what was his problem?

**GOLIAS**

420. He hid it, didn't he?

**ROBERT**

421. So, what's the point? He's a guy that has more information than us, the guy is an administrator, the guy is inside. I'm with a guy... it's the same thing as if I took Cleiton here (mediator) and his friend here (pointing to Alexandre).

**MEDIATOR**

422. Alexandre?

**Commented [APS125]:** the emotional involvement with the prospect of getting infected.

**Commented [GS126R125]:** A COVID and health; A5 Mental health

**Commented [APS127]:** E Source of Info  
This stresses the role information has. As if it brings responsibility.

**ROBERT**

423. Alexandre. These are the information guys. Guys that live together all day long among several people that receive information that sometimes we don't receive. And then suddenly he is already aware of some symptoms that sometimes, because sometimes we are not here, even though we have the internet, we don't keep researching everything, So, what's his move? Come on bro, maybe I'll get a police report (slang for police report, in this case, referring to the friend with COVID going to a social event even though he suspected he wasn't well) bro, I won't even pull the guys over there because... do you understand the vision?

**Commented [APS128]:** Similar to the previous comment, expanding on it.

**MEDIATOR**

424. Sure, yeah.

**ROBERT**

425. So, I said, dude, this guy is aware of something, this guy has arrived...

**GOLIAS**

426. Now, just like you said... I'm going to go and stuff (referring to Robert's friend) ...

**ROBERT**

427. Do you understand? There have been cases of a fathers dying because his son went out clubbing or was in a bar playing.

**MEDIATOR**

428. That's right.

**ROBERT**

429. Sick, got COVID, moved to the house, the father... So you understand... I think it's a question of conscience because this is tough. But then everything happened, today he comes over and we talk.

**MEDIATOR**

430. And Lara, what about you?

**LARA**

431. What?

**MEDIATOR**

432. What event happened that had an impact on you about COVID, about the pandemic? Because you seem very calm, very serene. Everything seems to be fine. It doesn't even seem like the end of the world.

**LARA**

433. No, it's wonderful (laughing).

**MEDIATOR**

434. I'm still trying to decipher you (participant's laughter), that's the truth (laughter).

**LARA**

435. My ex is God there (laughs) not afraid of anything.

**51:02 MEDIATOR**

436. Because then you informed yourself about the pandemic at home or you didn't worry about it, or you worried because you went out?

**LARA**

437. I didn't go out, I'm not one to go out, so I would go from home to the bakery. Then, if the kid is at school, from home to school, the children.

**MEDIATOR**

438. Okay, so homely. She's super homely like that.

**LARA**

439. Yes.

**MEDIATOR**

440. So, when the problem involved having contact with other people, exposing yourself on the street, then for you it never bothered you?

**LARA**

441. Not much (inaudible).

**ALEXANDRE**

442. And when you went out shopping, things like that?

**LARA**

443. Very difficult.

**ALEXANDRE**

444. Going to the market...

**LARA**

445. No, in that case it's just that.

**ALEXANDRE**

446. But did you feel any problems from the pandemic?

**LARA**

447. No.

**ALEXANDRE**

448. Normal?

**52:00 LARA**

449. I wasn't afraid, because for me it was not fear, I was afraid of my husband catching it, because he brings the food into the house and if he caught it. For me it would already be an impact, because how am I going to start all over again? But thank God it didn't come to that.

**ALEXANDRE**

450. What does he work with?

**LARA**

451. Painting.

**Commented [APS129]:** D Vulnerability; D3 Resilience not changing behaviour at all

**Commented [APS130]:** C Quality of life; C1 Family D Vulnerability; D1 Exposure (risk perception) D Vulnerability; D1 Exposure (impossibility to socially isolate)

**Commented [GS131R130]:** A COVID and health; A5 Mental health



**ALEXANDRE**

452. Okay, so he was always out and about?

**LARA**

453. Yes. Always on those drives, right. I used to go there with him

**GOLIAS**

454. I used to go with him to Itaquera, he was stationed there.

**MEDIATOR**

455. And then, during the pandemic, what was it like for him? Did he continue to work fine?

**LARA**

456. I don't know... I think it was only a week, 15 days... that he stayed at home because everything had to be closed down.

**MEDIATOR**

457. Right at the beginning of the pandemic?

**LARA**

458. No, it wasn't at the beginning. I think at the end... When it got worse and there was a time when everything had to be closed down.

**MEDIATOR**

459. Right.

**LARA**

460. So, there were places, there were buildings that didn't allow people to enter to do their work. So, there was a period when he had to stay at home, but he stayed 15 days, a week. But he was fine.

**MEDIATOR**

461. I understand.

**53:00 ALEXANDRE**

462. And still on that same work issue there, did anyone have to stop working like that because of the pandemic?

**53:10 PEOPLE TALKING AT THE SAME TIME**

**RICHELE**

463. I wanted to work at the door of the club, but I couldn't work anymore.

**ALEXANDRE**

464. You didn't work at the carnival either.

**JIM**

465. No.

**ALEXANDRE**

466. Whom else?

**Commented [APS132]:** B Changes in mobility; B4 Immobility/ work, study from home in this case, not work, then stay at home. C Quality of life; C2 Work/ livelihoods

**Commented [APS133]:** B Changes in mobility; B4 Immobility/ work, study from home C Quality of life; C2 Work/ livelihoods

**Commented [APS134]:** C Quality of life; C2 Work/ livelihoods

**Commented [APS135]:** C Quality of life; C2 Work/ livelihoods

**ROBERT**

467. Me, who used to work with construction. I felt a little bit like that, a brake. Because yesterday I was talking to a contractor, and it is a reality that we have... I am also a contractor, so what happens? Something very similar happened... because I work with a lot of houses and many people who were investing there to reform their houses, or their rental houses vetoed it. They held back because they didn't want to spend because they didn't know how the country's finances were going to be and were worried about how it was going to be. Others were afraid to get COVID because they were worried. There were people who isolated themselves in an inexplicable way, that you say because today even to go back to talk to someone...(some laughs)

**LILITH**

468. The girl who came here, that girl from Teto. She didn't know how to interact with people, she was isolated for a long time. So, she came to ask me for a lighter, then she said something like: "Give me that thing over there." I said, "What thing?" Then I went and talked to Eric, I said Eric, was she isolated for a long time? [Eric told her] It was just her and the little plants.

**ANDY**

469. I'm not going to lie, but I wish I had isolated myself too.

**LILITH**

470. If I could have afforded it (financially).

**GOLIAS**

471. If I had money I'd be here until today (participants' laughter).

**ANDY**

472. No, it's because I worked in the health area, I cleaned there and as I said it was a field hospital. So I was obligated to work, I was crazy to close down there too so I could stay at home but it didn't work out. I had to work.

**54:49 ROBERT**

473. Yeah, well, that's what I'm talking about, because if we could really afford it, I doubt that anyone would want to leave here to go to work, take a bus or do anything else. But there were people who were forced to stop. Like Manuel didn't have to because the company he works for was working all the time. The business didn't stop, but others had to stop? The contractor broke down, the market stopped, the commerce... most of the commerce broke down, everything there in Brás and in other places, so it had an impact.

**ANDY**

474. A lot of companies went bankrupt.

**ROBERT**

475. I can see that it had a monster impact, this was no joke.

**GOLIAS**

476. Nobody was launching anything anymore, just food, it was just food.

**ROBERT**

477. Yeah, so... just food.

**Commented [APS136]:** C Quality of life; C2 Work/livelihoods  
Those working at construction were hard hit by work reduction.

**Commented [APS137]:** the difficulty for socialization after being isolated.

**Commented [APS138]:** C Quality of life; C2 Work/livelihoods  
D Vulnerability; D1 Exposure (risk perception)

**Commented [APS139]:** C Quality of life; C2 Work/livelihoods  
D Vulnerability; D1 Exposure (risk perception)

**Commented [GS140R139]:** Cost of living - Code 45\*

**Commented [APS141]:** C Quality of life; C2 Work/livelihoods  
D Vulnerability; D1 Exposure (exposure due to work)

**Commented [APS142]:** D Vulnerability; D1 Exposure (exposure due to work)

**Commented [APS143]:** C Quality of life; C2 Work/livelihoods

**Commented [APS144]:** C Quality of life; C2 Work/livelihoods

**Commented [APS145]:** C Quality of life; C2 Work/livelihoods

**Commented [APS146]:** C Quality of life; C2 Work/livelihoods (restricted consumption patterns)

**RICHELE**

478. And when the food started to increase, with rice at 30 BRL. Tell me that I was impacted by this, people, because rice went up to 30 BRL. Even our basic food baskets [staples kits for 1 month] stopped arriving, even the basic food baskets that used to arrive to us. Gee, this is absurd, people, I can't do it.

**55:55 ALEXANDRE**

479. I think they had two problems, those who didn't have the work and stopped but also people who wanted to stop and couldn't.

**55:57 PEOPLE SPEAKING AT THE SAME TIME**

**MEDIATOR**

480. Sorry, I didn't get the beginning. How did it go?

**GOLIAS**

481. No, my sister works as a nurse, she just didn't have the opportunity, right? Because she was just starting.

**ANDY**

482. Yes, there was a lot of demand for nurses.

**GOLIAS**

483. Now she works in a hospital in Santo Amaro, a big hospital there.

**MEDIATOR**

484. A, how nice, so she was looking for an opportunity and then...well, the biggest opportunity in the world came up.

**GOLIAS**

485. Yes, because there were a lot of people to take care of.

**MEDIATOR**

486. And did she get contaminated at any point?

**GOLIAS**

487. No, because she couldn't go home. She had to stay at the hospital without going home. Only at the hospital for a month, I think.

**ANDY**

488. Did she work in the emergency room?

**GOLIAS**

489. In the emergency room, she worked only with the people who were contaminated, but then she didn't come home.

**ANDY**

490. There were many nurses who were forced to work. There were people who cried and didn't want to have to work but they were forced, they didn't have the option to choose.

**GOLIAS**

491. My sister was (forced to work), and my brother-in-law didn't want her to go to work but she went.

**Commented [APS147]:** C Quality of life; C2 Work/livelihoods (increased cost of living)

**Commented [GS148R147]:** Cost of living - Code 45\*

**Commented [APS149]:** C Quality of life; C2 Work/livelihoods (new opportunities during the pandemic)

**Commented [APS150]:** C Quality of life; C2 Work/livelihoods  
D Vulnerability; D1 Exposure (exposure due to work)

**Commented [APS151]:** A COVID and health; A1 Infection (not getting infected, despite exposure)  
D Vulnerability; D1 Exposure

**Commented [APS152]:** D Vulnerability; D1 Exposure (exposure due to work)

**Commented [GS153R152]:** A COVID and health; A5 Mental health

**Commented [APS154]:** D Vulnerability; D1 Exposure (exposure due to work)

**ANDY**

492. So, they were forced.

**ROBERT**

493. Andy has a funny story, right Andy? When she wanted to put a guy out of her life, she said she worked in a hospital in Covid.

**MEDIATOR (LAUGHING)**

494. That's right, great tactic.

**ROBERT**

495. We introduced a cousin of mine to Andy, then my cousin was like... he talked to her for a while, and she said that she worked in a hospital in Covid... So, my cousin was like that, bro (implying that he was scared).

**Commented [APS155]:** C Quality of life; C1 Family (fear of exposure changing relationships)

**ANDY**

496. I made a family go back together. Because he went back to his wife.

**MEDIATOR (LAUGHING)**

497. We have to thank you right?

**ANDY**

498. I made a family come together again, people.

**ALEXANDRE**

499. Let me ask you a question. We can see that there were people who wanted to stay at home but couldn't, right? So, the emergency aid, things like that didn't solve it? Wasn't it enough to stop? (Referring to staying at home, not going out to work)

**LILITH**

500. No, because in my case I didn't even get it, right?

**Commented [APS156]:** C Quality of life; C2 Work/livelihoods (welfare)

**ANDY**

501. I was entitled because I had my work card registered.

**Commented [APS157]:** C Quality of life; C2 Work/livelihoods (welfare)

**MEDIATOR**

502. Look, but did you, Jim?

**JIM**

503. What?

**MEDIATOR**

504. Help.

**JIM**

505. Yes, but for the amount.... (many people talking at once) we had to pay for water, electricity, food...

**MEDIATOR**

506. A lot, right?

**LILITH**

507. We lost (the aid), because we had an association, and we lost the government aid.

**ALEXANDRE**

508. But then, were you able to compensate with donations or was it not enough?

**LILITH**

509. No, because we didn't have. As we said in the beginning, we took from our own money many times to buy things to be able to distribute, because we saw that there were people who had no bread, no coffee, no conditions.... No gas, so we took our money and added it to the donation we already had, and we increased it, so when our aid was cut, we said now....

**Commented [APS158]:** C Quality of life; C2 Work/ livelihoods (community support)

**ROBERT**

510. No, but there is an important point for us to put into words, I saw it when you asked, and I even wanted to talk about it. Because the allowance... imagine you receive R\$1,200.00 per month.

**Commented [APS159]:** C Quality of life; C2 Work/ livelihoods (community support)  
D Vulnerability; D2 Resistance (support from social networks)

**LILITH**

511. But it wasn't every month.

**ROBERT**

512. An example, imagine you receive R\$1,200.00 per month and today you receive R\$600.00.

513. That amount you already can't do anything. Imagine these R\$600.00. What are you really going to do? So automatically I thought that our government... my point of view, okay? I thought that our government was too negligent because it could have done much more, because before the pandemic came, it already knew what was happening outside (around the world). It could have acted differently. In the United States he locked down so that people couldn't get in, you know?

**Commented [APS160]:** C Quality of life; C2 Work/ livelihoods (welfare)

#### 59:28 PEOPLE TALKING TOGETHER

**LILITH**

514. But the worst thing is that when the aid went down things increased.

**Commented [APS161]:** D Vulnerability; D2 Resistance (multiple stressors)

**ROBERT**

515. Yes, if you receive this donation and then things start to increase more you look, it's absurd. So, the oil is R\$10.00 and the coffee is R\$20.00. So, this is the answer for the friend, I forgot his name again.

**ALEXANDRE**

516. Alexandre.

**ROBERT**

517. Alexandre, sorry, so here is the answer, what are you going to do with R\$600.00? No matter how much you take it... I pay alimony ...

**Commented [APS162]:** C Quality of life; C2 Work/ livelihoods (welfare)  
the amount paid is important

**ANDY**

518. Now it's only R\$400,00 then.

**LILITH**

519. I sent him (the Mediator) the invoice for this (pointing to the food on the table). We spent practically R\$900.00 on this. There were still things that we put in the association that we had. But let's put it this way: R\$900.00 just for a family. If you take the children here in the community, just the children in Andy's, Lauren's, and my house, it's all gone. It won't last a week.

**MEDIATOR**

520. Yes.

**LILITH**

521. Depending on the number of people in the house, you get three... four packets of rice, so the money that comes with the R\$600.00... how much do you get from the Bolsa Familia?

**Commented [GS163]:** Cost of living - Code 45\*

**VIVIAN**

522. R\$ 400,00.

**ROBERT**

523. That's why I think the government was very negligent with this, (inaudible, people talking at the same time) that's why I think the government was negligent, because they could have thought about the investment before it happened, before it arrived in the country and could have adjusted some points. Because then we wouldn't be going through what we are going through today.

**Commented [APS164]:** D Vulnerability; D2 Resistance (social capital, public institutions) evaluation of public institutions

**MEDIATOR**

524. Of course, of course.

**ROBERT**

525. But what happens, what was the most annoying point? I don't have any other way of saying it, that the bourgeoisie sort of stayed...

**MEDIATOR**

526. Down there (in a good way).

**ROBERT**

527. Do you understand? (agreeing) And the community? What about the low-income people? How were they going to survive? How did they live? I always say that I think that people lived for God, because, really, many people died... unfortunately, many people died.

**Commented [APS165]:** D Vulnerability; D2 Resistance (multiple stressors)  
D Vulnerability; D3 Resilience  
overall lack of support  
(factors of resilience)

**MEDIATOR**

528. A lot of people who didn't deserve to have passed away...

**ROBERT**

529. Those that are alive are because of God. Because wanting it or not, it didn't hit in the way that we thought it was going to hit our community. I am speaking for our community today; it didn't hit in the same way. As Cleiton (mediator) said in the questions that he asked there, I said that there are few here, and people that were hospitalized that we didn't hear about, but other places we heard about.

**ANDY**

530. I thank God that until today because I have a son who is asthmatic at home, he used to sleep breathing the same air as me in the same bed as me.

**Commented [APS166]:** D Vulnerability; D1 Exposure (risk perception)

**MEDIATOR**

531. Yes.

**ANDY**

532. I found out about COVID after [he already had it]. So, I said: Whatever God wants. Both times I found out by accident. So, if he had got it, it could have been fatal, but he didn't get it either time.

**Commented [APS167]:** A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines  
lack of access to tests means the diagnosis happens by chance.

**ALEXANDRE**

533. And in this context of lack of money, right, of difficulty, did you have other associations, entities that helped or was it just by you getting donations?

**LILITH**

534. We made partnerships with other associations, NGOs, right? Because I showed them what they needed because many of them closed. But that's how it is, you closed, and you have this [material, or resources] to distribute, but are afraid to distribute it because of COVID, I will take what you are giving me. I will distribute it. I will provide you accountability, a report of who received it, why they received it. And then we started doing it this way, because they help us, and we help them. Because they need to account for what they receive, but there was no way to account for what came out.

**Commented [APS168]:** D Vulnerability; D2 Resistance (support from social networks)  
new levels of organization  
inter-institutional partnerships, possibly between middle class groups who had access to donations.

D Vulnerability; D3 Resilience (factors of resilience)

**ALEXANDRE**

535. Yes.

**ROBERT**

536. Another interesting point, based on the other question you had asked Alexandre, is what? The government, because it's interesting, the government is thinking about all this. Money for us to eat, right? So, what happens, how come this place [other institution] is not working. It's a point that really messes with my head. There it's not working [closed], you know? Cleiton's association is not working, Alexandre's is stopped, but Lara's association is working, so I continue.

**LILITH**

537. Sending things to a place that is not working.

**Commented [APS169]:** C Quality of life; C2 Work/ livelihoods (welfare)  
C Quality of life; C2 Work/ livelihoods (community support)

**ROBERT**

538. It's not working and the place that is working you wouldn't know so that you could send it [the resources]. There was even the question he had asked if there was help, and then which was our luck? It was word of mouth. That got around. Let's go, because people need to go to be able to help, otherwise... we wouldn't have been able to.

**Commented [APS170]:** D Vulnerability; D2 Resistance (support from social networks)  
How their existence got known outside the community.  
D Vulnerability; D3 Resilience (factors of resilience)

**MEDIATOR**

539. Right, and this is where it started, the Fenix started practically after the pandemic, right?

**LILITH**

540. No, I was already doing it...

**MEDIATOR**

541. But it was gaining momentum...

**LILITH**

542. I was already working before, already making donations. But due to the pandemic, talking to him (Robert), talking to other people from Teto and beyond Teto, we were talking, and they asked: Why don't you open an association, right? And then we were like, "Come on, let's go." Because it is expensive to open an association.

**Commented [APS171]:** D Vulnerability; D2 Resistance (support from social networks)  
D Vulnerability; D3 Resilience (factors of resilience)

**Commented [APS172]:** Support from inside the community and from outside organizations

**Commented [APS173]:** a difficulty to formally open an association.

**MEDIATOR**

543. But what I was curious about was, I think it was Richele who said it, I think it was you who said it (pointing to Richele), that you liked it very much, that it was very important for you when you came to the association and started to help build the church...

**RICHELE**

544. The community kitchen.

**MEDIATOR**

545. The community kitchen, how do you see this in the context of the pandemic? Is this like a strategy?

**RICHELE**

546. As I was there at home and I had a panic crisis and everything, and I was alone. I had no one to talk to. It [the association] was good at the time of the pandemic, you know? Because it was the only thing that helped me, you know? Helped me financially, helped me clear my head, helped me not to be anxious, helped me not to be? You know? Helped me a lot? It was the association.

**MEDIATOR**

547. Was it for you... did you stimulate that in a certain way, Lilith?

**01:05:11 RICHELE**

548. No, she would drag me out of the house. She would go and say "Get up now and let's go!" (laughs)

**MEDIATOR**

549. This is the strategy.

**LILITH**

550. It's because it all started in reality... We got encouraged when Teto stopped giving us lunch boxes.

**ROBERT**

551. No, in reality what happened, when we started to observe that the lunch boxes they were bringing were too little for the number of people who came. Because they made available 100 lunch boxes. But the queue went from this door and up to the street [about 100 meters]. It got here... at that time the deliveries were right here, then there was a queue from inside here, going up, going up there. So, there were more than 100 people. Then when the last meal arrived, when we were delivering, how many more (were left without receiving), I cried right here.

552. That was when... Who had the idea was Rafael whom you talked to. Rafael said "Man, let's try to deliver some lunch boxes." and Lilith said, "Come on.". Then she stipulated to put 500 lunch boxes. And we had no conditions for anything and then she said that someday we will have a community kitchen here, then I said: "But are you crazy bro? You don't have a community kitchen, you have no money, you have nothing with anyone, and you will still make 500 lunch boxes?" And she said: "No, we are going to deliver 500 lunch boxes." and I said: "She won't be able to do it." Then she had a friend of hers whom she worked for. Bought a bunch of wood on credit, made a bill of R\$800.00 and we couldn't pay. And I had to build in desperation, and I said "Bro, you're crazy, you want to kill us" and then...

**LILITH**

553. It was the most stressful week of his life.

**ROBERT**

554. There are videos, right? When I see them, I always cry. Because I can't (resist emotion). Because the girls were here. Richele was here. Vivian's family was here. And several people from the community started to come in. And they don't care about COVID anymore because I always told Lilith, "Bro, we have to understand that COVID is here. Bro, you can be reported or something, and then be careful because it's like this." Then she says "I don't care, we're going to do it!"

**Commented [APS174]:** D Vulnerability; D2 Resistance (support from social networks)

**Commented [APS175]:** D Vulnerability; D2 Resistance (social capital, social networks)  
The personal connection between Richele and Lilith predated the association.  
(support from social networks)  
D Vulnerability; D3 Resilience (factors of resilience)

**Commented [APS176]:** D Vulnerability; D2 Resistance (support from social networks)  
the limits from outside help, the increased demand from the community

**Commented [APS177]:** D Vulnerability; D2 Resistance (support from social networks)  
The drive for the association setup  
The challenges and lack of initial conditions  
A "leap of faith", apparently.

**Commented [APS178]:** D Vulnerability; D1 Exposure (risk perception)  
Risk assessment seems to depend on how "worthy" the cause for exposure is.



**LILITH**

555. And I still did not have the vaccine and neither had he.

**ANDY**

556. And it was also because there are always people who want to help. But there are also people who want to get in the way. So, the fear was that someone would denounce them.

**ROBERT**

557. The denunciation, yes. And then it went on and on until we were able to do this kitchen there.

**LILITH**

558. Its half-finished, we didn't have all the tiles...

**ROBERT**

559. There was nothing, to tell you the truth.

**LILITH**

560. There was no tile, then there was only a piece that was covered.

**(SEVERAL PEOPLE TALKING AT THE SAME TIME ABOUT THE SPACE)**

**LILITH**

561. So, in reality it, was the only place that many families had for breakfast. The others came, got the bread, ate and we were like... We even forgot (to eat too) because we were so happy to see people getting breakfast. Having what to eat. There were people who told the story to Andy, to Lauren, to Richele and then, when lunch came, we were even happier because the children came and sat down there. We removed the small tables that sometimes people came and used to eat there. But we were afraid of what? Of accusations, of coming and harming where the work is, because even if you do good, not everyone will understand.

**ANDY**

562. Not everything pleases [others]. And then we are saying "No, you come and get it." And then partnerships started to emerge. There were even people from other religions. As here we don't care about it, we understand. So much so, that we worked as Richele is from the center, Andy likes forró, I go to the church.

**VIVIAN**

563. And forró is religion?

**LILITH**

564. For some people it is, sorry. Because you must leave early to go to forró, it's religion. [joking, ironic]

**LAUREN**

565. No, it's different, it's not midnight, we come back early because the street is dangerous.

**CARLO**

566. Come back early, 6 o'clock in the morning.

**LILITH**

567. We didn't put borders or barriers. We were people who wanted to do good. Our goal was bigger, and we did it.

**Commented [APS179]:** A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines  
D Vulnerability; D1 Exposure (risk perception)  
The importance of the vaccine in risk perception

**Commented [APS180]:** D Vulnerability; D2 Resistance (hunger)

**Commented [APS181]:** D Vulnerability; D2 Resistance (support from social networks)

**Commented [APS182]:** D Vulnerability; D1 Exposure (risk perception)  
The optics of exposure are important: will you be accused of exposing others?

**Commented [APS183]:** D Vulnerability; D2 Resistance (social capital, social networks) overcoming cultural differences that could otherwise be reasons for conflict.  
D Vulnerability; D3 Resilience (build back better) (factors of resilience)

**ROBERT**

568. So, even in the situation of this kitchen. When it started that was what generated all this because when we managed to make and deliver the lunch boxes, which was 500, 650 lunch boxes came out. That's when a lot of this happened because it caused impact. People started to see. People who didn't have an association but wanted to help, they started to see here that the staff is working, come on, people started to come and help

**Commented [APS184]:** D Vulnerability; D2 Resistance (support from social networks)  
D Vulnerability; D3 Resilience (factors of resilience)

**LILITH**

569. There was a social worker that came here.

**ROBERT**

570. Yes, there was this one too. There were a lot of people. So, this is what caused a big impact. It was these lunch boxes that we didn't believe would happen.

**LILITH**

571. The woman left here crying.

**Commented [APS185]:** the impact on the social worker.

**ROBERT**

572. People started coming here out of nowhere. They showed up... (inaudible) Because it's like this, Cleiton knew about the work, then Cleiton tells you, you tell Alexandre, Alexandre tells the girls... And then it starts to happen. Because they were people who wanted to help the communities, right, they wanted to help the community but didn't know how to do it.

**Commented [APS186]:** D Vulnerability; D2 Resistance (social capital, social networks)  
perception that people outside the community want to help, that one needs also provide the connection

**MEDIATOR**

573. And how did people get to know about it? It was a little bit by word of mouth, but you posted it somewhere. Did you already have Instagram at that time? I was curious about the history of social media; did you use something to do that?

**LILITH**

574. No, the Instagram I was using was mine. You can even pay attention that I post more on mine than on the association's [Instagram account], because I end up forgetting that I have to keep changing the media. So, what happens is: We posted afterwards the video that was actually Lauren who made the video from before, during and after the construction of the kitchen. The collection of books as we posted on Instagram. But most of the people who came to help came through word of mouth. It's like Ygor [Melo, from Teto Brasil] did with you: Let's go there, I'll introduce you, Lilith has a space. So, he must have said I'm kind of crazy. (laughing)

**MEDIATOR**

575. Fantastic, guys, let me just ask, do you have a question? For the backstage crew, do you have anything to add?

**ALEXANDRE**

576. I'm very pleased (he now asks Katharina if she has anything she wants to ask).

She is asking how big the community is. Is there a limit?

**LILITH**

577. The community has 3,800 families, because it is not only this area that you can see. Because it goes until the end there. How many square meters featured in that plan?

**ROBERT**

578. I don't remember now.

**LILITH**

579. I have a floor plan from this area.

**MEDIATOR**

580. And is it all the same community (asking if they are all within the same area)?

**LILITH**

581. No.

**MEDIATOR**

582. Are there several owners?

**LILITH**

583. There are several shacks, bigger ones, smaller ones, houses... because.

**ALEXANDRE**

584. Are there several nuclei or are they all together?

**LILITH**

585. All together.

**ROBERT**

586. In the first instance there was a separation, right? They said one part was called Benfica and the other Machado.

**ALEXANDRE**

587. On the other side there (asking if the other part was at the bottom of the hill, on the other side of the street)?

**ROBERT**

588. No (answering that both are on the same side of the hill). That little house you see there? From there it would be Machado (inaudible, people talking at the same time). Benfica then it is more our part, right? It makes [follows along] the street and makes another one down there, so it is very wide down this side too, it widens. I don't remember the footage.

**ALEXANDRE**

589. No problem. But here at the association, where do you service?

**ROBERT**

590. Everywhere. We take Jandira, we take... it's like this: When they come to us and say "There's a need there". We start from here and go everywhere. To Jandira, Vila Formosa, it's very well publicized.

**MEDIATOR**

591. Wow, great, great. People, look, I'm very happy to be here with you and to hear your stories. where is Lara? Lara ran away (laughs).

**LILITH**

592. She went there to attend to her son.

**MEDIATOR**

593. Oh, OK. I was happy that Lara was okay, right? I really hope that Jim will be back there soon, all good. He will be back for Carnaval soon, they will be calling you again. I told the staff, your profession is very good, man. Being an adornment designer, working with art. You are the creative economy guy and it is very cool that you work in such a popular, important, historical movement for Brazil, for our history, which is Carnaval. And it is an industry, you are part of it, I think it is very cool.

**GOLIAS**

594. He's the one who creates Carnaval.

**MEDIATOR**

595. And then we look at all that on TV and find it beautiful. But there's a lot of work involved.

596. I know how hard it is for the girls (referring to the participants who have family members in prison), in the case involving the brothers. We have to... right? Life is crazy, right? Sometimes it is, but we always have to defend ourselves, and it's working. United like this, in community, even living together when you need to, having a partner, living with a friend...

597. Look, your stories are very rich, they are very impacting for everyone, even though we know how it could be. We cannot absorb this easily, and we hope very much that we can all come out of this well, better... That we can meet again in a while and the Association will be better, the community will be better, you know? Everybody getting together.

598. And because this is a characteristic that starts with the pandemic, at least we can see that, right? We started to have more difficulties in this period, at this time, and what we have seen is a lot of people getting stronger, uniting, and working together. You created a chain of good that only brings... you know? Kindness begets kindness, you know? The poet is right, and you are on the right path, congratulations to you, we are together there with whatever you need.

**1:16:31 END OF SESSION.**