

São Paulo, March 16, 2022

IAB-SP – Instituto de Arquitetos do Brasil

Rua Bento Freitas, 306 - 4º floor

Vila Buarque

1:26:05 Section length

ALEXANDRE

1. I am Alexandre, I came to talk a little bit about the project we are doing and then Cleiton does his magic, right?
2. Welcome, thank you very much for being here. We are developing the COVIDGI project since April of last year. We started with a grant from the Volkswagen foundation within their line "Coronavirus and Beyond", where they are trying to understand the effects not only on health but also on the social effects of the pandemic. Within this line, we presented a proposal that is multi-methods, that uses quantitative and qualitative methods. Within Geography we dialogued with three major areas, the first one is to put together a vulnerability framework that contains the COVID issues. The vulnerability frameworks we have usually come from climate, climate change, impacts of extreme events, and we understand that COVID has a much larger behavioral component, like social capital. So, these issues that are sometimes more poignant, are more present in COVID. I am responsible for this package.
3. After that we have a package with all the information, how it needs to be generated, used and how it can support the decision making that Katharina leads. She has been doing interviews with decision makers and representatives from non-governmental organizations, government, and research agencies.
4. Lastly, we have a modeling package, where we are using individual scale models that we call agent-based models to simulate what we can't measure. Therefore, we have a number of results out there that are between the individuals that we are working on today and between the... let's say the aggregate society, urban scale economy. We have a lot of numbers that we are trying to connect through the models, using some techniques. So, for us this is very important for you to be here today because, for example, one of the components that goes into these models is behavior.
5. We are going to ask you a series of questions, as we already did in the interviews, we are going to ask you other behavioral questions, like "Why did you make certain decisions?", "What were the contexts that influenced this?". This is something that we do not see quantitatively, we need the qualification of the information to understand the "how and why".
6. The work has an initial schedule that ends in September of this year, we intend to make a series of publications, they are still in progress. And we have just approved a first publication that looks at the angle of vulnerability, thinking about IPEA's Social Vulnerability Index and the number of deaths from COVID for different cities in Brazil. And there is, right, we saw that there is a correlation, thinking about the design of this article, about what we learned from it. We set up this series of fieldwork activities that we are doing with two groups in two cities: Porto Alegre and São Paulo. In each, a middle-class group and a very low-class group, peripheral and informal. Here in São Paulo you are middle-class and we did a very nice job with a group of informal people in Benfica yesterday. In Porto Alegre we did two areas, [one is] Menino de Deus, for those who know it. it is in the central part of the city and there the residents participated in another research that we are connected too, which is Healthy Urban Mobility (HUM), with Bibiana, who was a research assistant at that time, along with professor Júlio Vargas from the Regional and Urban Planning Graduate program at UFRGS. They were looking at this interface between health and mobility, which brings us to the theme of today's questions, which is: How the pandemic affected your mobility? What else? If you have any questions, issues, suggestions, we are available, we have a Twitter account which is @COVIDGI, the same acronym as the project. You may have already received it, there is also a website which is covidgi.uni-hamburg.de, we can send all this to you later on WhatsApp and if you want more things you can also ask me. If you want to send an e-mail later Cleiton has all our addresses, is that ok? Thank you very much.

MEDIATOR

7. Dale, thanks Alex, so, people, just to get us started, we're going to be transcribing this, so I need you to introduce yourselves in order so that they can relate the name to the person, just the first name, okay, we can start with you (addressing the first person sitting to his left).

INÊS

FRIDA

JULIA

MEDIATOR

8. Let me ask you something, are you bothered by the mask or do you want us to leave the window open? If you want, we can leave it open or else... I don't know if the mask will muffle the sound, if you are more comfortable, we will see. I was just thinking about that, because if we went through that elevator there (small elevator that gives access to the meeting floor) (laughs)

BARBARA

ANNA

9. Anna

MEDIATOR

10. Anna [original full name] that here for our transcription so we can talk will be Anna

MANUEL

HENRY

05:55 MEDIATOR

11. Dale, people, first I wanted to... well, Alex has already said thank you, but thank you again. I have bothered you a few times over the last week (referring to the appointments and individual interviews held before the meeting), I really appreciate your participation today, you braved the rain, you made it through the São Paulo traffic and you are here with us, so thank you very much. I'm going to start then by asking a basic question, just for the people that are here to have this information from the focus group meeting, who here has already had COVID?

FRIDA

12. I have had COVID twice.

MEDIATOR

13. Frida had it twice.

FRIDA

14. In a 4-day interval.

MEDIATOR

15. What do you mean a 4-day interval?

FRIDA

16. Exactly, I tested negative on December 28th and on January 4th I tested positive again and it was not the same, different variants.

MEDIATOR

17. Got it. People are lucky.

Commented [a1]: A COVID and health; A1 Infection

Commented [a2]: A COVID and health; A1 Infection

BARBARA

18. It was at a party, right? (laughs)

FRIDA

19. New Year's Eve. I had been in cause, exactly...(laughs)

MEDIATOR

20. New Year, new virus. And you too Julia?

JULIA

21. I had it at the beginning of the pandemic in the middle of the year in June 2020.

Commented [a3]: A COVID and health; A1 Infection

MEDIATOR

22. In June 2020 you had it, did anyone else have it? Ok, perfect. And have you heard from people who didn't get vaccinated or anyone here who may not have gotten vaccinated? It's no problem at all if you say yes or no.

JULIA

23. Yes, I heard about my uncle's mother and his father also did not get vaccinated by choice.

Commented [a4]: A COVID and health; A7 Use of alternative treatments

MEDIATOR

24. By choice, did it have anything to do with politics or more was it related to health or freedom of "I want to do what I want"?

JULIA

25. I think it's related to fake news.

Commented [a5]: E Source of Info; E2 Folk wisdom

MEDIATOR

26. There I get it, so they were informed...informed themselves through unreliable channels so to speak, unofficial channels. Ok, got it. What are your current mobility practices, did the pandemic change anything for you, did it have an impact when the pandemic broke out? Did you use any modalities or services that after the pandemic started you changed, or did you continue as you were doing before?

INÊS

27. In 2020 I stayed home most of the time, in 2021 I started to get back to normal.

Commented [a6]: B Changes in mobility; B4 Immobility/work from home

MEDIATOR

28. And did you stop using some services? Did you start using some kind of modal to the detriment of another, or did you stop using some or had some reference that changed?

Commented [a7]: D Vulnerability; D3 Resilience

INÊS

29. I think that's what we talked about in the interview: I started to use more transportation by apps.

Commented [a8]: B Changes in mobility; B2 Change of transp. mode

MEDIATOR

30. Yes, did you start using Uber? You didn't use it much before?

INÊS

31. Yes, before I didn't use it much, I used to take the bus more.

Commented [a9]: B Changes in mobility; B2 Change of transp. mode

MEDIATOR

32. And did you ever have any fear, anything at all, of using Uber during the pandemic?

INÊS

33. I felt less [afraid of Uber] than getting on a crowded bus, that's for sure.

Commented [a10]: B Changes in mobility; B2 Change of transp. mode

MEDIATOR

34. I see, what about you girls?

FRIDA

35. So, I did change my modal, but it was because I went back to my parents' house in Minas Gerais. Because I was not in São Paulo, but if I was in São Paulo nothing would have changed. I would only reduce the frequency of use.

Commented [a11]: B Changes in mobility; B1 Change of residence/ workplace/ education
D Vulnerability; D2 Resistance (social capital, social networks)

MEDIATOR

36. Yes, but in your case mobility...

FRIDA

37. It doesn't have to do with COVID, it has to do with the fact that I moved back home because of COVID. It doesn't have to do directly... Back in my parents' home in Minas Gerais, [it is a] small town, terrible buses, so I ended up using the car a lot. Here in São Paulo, I don't have a car, so I take public transportation, and this hasn't changed since I came back to São Paulo, normal.

Commented [a12]: B Changes in mobility; B2 Change of transp. mode

Commented [a13]: D Vulnerability; D3 Resilience

10:14 MEDIATOR

38. I got it.

FRIDA

39. I didn't stop using any modal, I started using bicycles but for recreation.

Commented [a14]: B Changes in mobility; B2 Change of transp. mode

MEDIATOR

40. I understand, not because you find it easier or safer to ride a bike?

FRIDA

41. No, very difficult like that... I prefer to go by bike for example from my house to the supermarket because it is faster, this was the only change.

Commented [a15]: B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes, biking)

MEDIATOR

42. Henry for example, today we have already gone through the experience that brought the pandemic. He arrived here (at the IAB building) and there was no place to leave his bike. So, he had to climb to this safer place, but he also couldn't push it, he had to carry it (laughs). He had to exercise, look what people force you to do.

HENRY

43. At the IAB right, how sad.

MEDIATOR

44. You see, when you finish your studies, you already have something to do (laughs). And you Julia? You were about to speak when I interrupted you.

JULIA

45. I began to stay only at home, I didn't go out anymore. So, I kept going by car which was the main transportation, but I stopped walking which was how I usually went from school to some other place, or even home sometimes. Then I started to travel only by car, which was also sporadic.

Commented [a16]: B Changes in mobility; B4 Immobility/ work from home

Commented [a17]: B Changes in mobility; B2 Change of transp. mode

ALEXANDRE

46. And why did you stop walking?

JULIA

47. Because I just stayed at home, there was no need to do it...

ALEXANDRE

48. It reduced your mobility in general.

JULIA

49. Yes.

MEDIATOR

50. And you Anna?

ANNA

51. I always used Uber a lot, I always used it, even before the pandemic. I told you (during the individual interview), but also the subway. Because before I lived in Buenos Aires. Then, in the middle of the pandemic, I went to my parents' house. There I only used the family car, my parents' car, but I didn't use the Uber application. But that's it, here in São Paulo the time I spent here was Uber.

MEDIATOR

52. Uber straight.

ANNA

53. I wouldn't go on the subway, ever. (laughs) If I didn't like it before, now I like it less (laughs)... but it's much more practical. Today I've gone back to using the subway and so on, but... only by Uber.

12:34 MEDIATOR

54. And you Barbara?

BARBARA

55. I used to take public transportation, subway, daily before the pandemic. On weekends it was more Uber, but also for fun, not so much for work or anything. And I stopped, I went into home-office after that and never went back. So, I started using public transportation again just this year. Until last year I wasn't using it. And during the 2020 pandemic to go out to the supermarket you had to use a car, Uber was very rare as well.

MEDIATOR

56. And you [Henry], how was it with you?

HENRY

57. Before the pandemic I only used public transportation and a car for monthly purchases and I was always lucky enough to live very close to a market, so even this was not much. But when we bought wholesale groceries we used a car. But then, with the pandemic, as soon as it was topographically possible, I started to use only a bicycle, to buy bread, to buy everything, only a bicycle. Public transportation was zero because college was no longer a necessity (with the pandemic the classes became online), my mother lives far away, but I could get there by bike... everything I did (I went by bike).

MEDIATOR

58. How far was it to go to your mother by bicycle?

HENRY

59. To my mother it's about 10 kilometers, but it's in the north zone. So, it's uphill, then it starts to climb, then from Jardim São Paulo to São Pedro it starts to climb uphill, so it's a good leg workout.

Commented [a18]: B Changes in mobility; B1 Change of residence/ workplace/ education
D Vulnerability; D2 Resistance (social capital, social networks)

Commented [a19]: B Changes in mobility; B2 Change of transp. mode

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

Commented [a21]: D Vulnerability; D3 Resilience

Commented [a22]: B Changes in mobility; B2 Change of transp. mode

Commented [a23]: B Changes in mobility; B4 Immobility/ work from home

Commented [a24]: B Changes in mobility; B2 Change of transp. mode

Commented [a25]: B Changes in mobility; B4 Immobility/ work from home

14:07 MEDIATOR

60. Ha, but then it's in training... how nice.

JULIA

61. Brave (laughs).

MEDIATOR (ADDRESSING HENRY).

62. And how did the pandemic affect your physical and mental health?

HENRY

63. I think that I even commented to you in that interview, before the pandemic I already had a psychologist, a psychoanalyst that I talked to and for other reasons, my parents separated, some things like that.

Commented [a26]: A COVID and health; A5 Mental health
A COVID and health; A6 Access to Healthcare facilities/
Tests/ Vaccines

MEDIATOR

64. Treta (problems)... everybody has.

HENRY

65. Yeah, and then I think he helped a lot, and I was also dating, I think dating is the best thing because in the pandemic you can't see others anyone, but you can see your girlfriend (laughs).

Commented [a27]: C Quality of life; C1 Family
D Vulnerability; D2 Resistance (social capital, social
networks)

FRIDA

66. In my case we broke up because we couldn't see each other.

Commented [a28]: C Quality of life; C1 Family
D Vulnerability; D2 Resistance (loss of social networks)

HENRY

67. I saw her every 3 months at the beginning, she almost waved goodbye to me, but then it became once every 2, once every 1 and then it got better.

MEDIATOR(LAUGHING)

68. The best therapy was the girlfriend.

HENRY

69. Yes, she helped me to have a conversation with the therapist as well. But it's patience, you have to be patient, each one has a different risk assessment, right?

Commented [a29]: D Vulnerability; D1 Exposure (risk
perception)

MEDIATOR

70. Yes, that's true.

HENRY

71. I don't want to be insulting, but each one has a different risk assessment, and we had conflicts and resolved them peacefully.

MEDIATOR

72. Perfect.

FRIDA

73. Relationship is an art, don't worry.

HENRY

74. Everyone has a measurement of fear...

MEDIATOR

75. Yes, we do... And you Frida? Was it different with you?

FRIDA

76. It was the opposite (laughs). So in terms of health and everything else, let's see... I broke up during the pandemic, we were already dating long distance, he lived in Minas Gerais, and I lived in São Paulo.

Commented [a30]: C Quality of life; C1 Family

HENRY

77. Geez.

FRIDA

78. Then in the pandemic, completely opposite to my family, his family was very isolated. But soon his parents started to receive suppliers at his house, but his mother didn't accept that I would go to his house, you know? Then the bullshit started (problem). Anyway, September 2020 we broke up I was very shaken, it messed with my psychological health, right? It was not cool, the university was also very heavy on the pandemic, they reduced the course load...

Commented [a31]: C Quality of life; C1 Family

Commented [a32]: A COVID and health; A5 Mental health

MEDIATOR

79. How were the online classes at the university?

FRIDA

80. They were harder than the face-to-face classes, man. Amazingly, they halved the course load, but it was much worse, much worse than the face-to-face classes. We had more work to do, more stress, it was more difficult. The group work didn't stop: you had to do group work at a distance. There weren't many (digital) tools, so for me and my friends and the people I live with, the remote class was worse than the face-to-face class. Because in the face-to-face class we have support from the university, the physical structure, we are in contact. Our architecture course, like it or not, people say "oh, I don't know what... the course is not practical", it is practical, yes, we need these contacts...

Commented [a33]: A COVID and health; A5 Mental health

Commented [a34]: C Quality of life; C3 Education

Commented [a35]: D Vulnerability; D2 Resistance (difficulty accessing social capital, gate-keeping in social networks)

MEDIATOR

81. Interaction.

FRIDA

82. Yes, so... it was not easy, some professors were very understanding, others not, they were more demanding. So, besides college, besides the fact of returning to my parents' home during the pandemic, which was also a shock, I talked to other friends who also had this situation of returning home during the pandemic, suddenly, out of the blue. It was not a planned return, so... it emotionally affected the family. I, for example, lived alone. I had already settled down on my own. [When] I returned to my mother's house, to my mother's rules, to my mother's time, so they already had another dynamic with Frida out of the house. They had to welcome her again, so it was an adaptation for everyone. So, several adaptations came together, 2020 was a very tense year.

Commented [a36]: B Changes in mobility; B1 Change of residence/ workplace/ education
D Vulnerability; D2 Resistance (social capital, social networks)

Commented [a37]: C Quality of life; C1 Family

Commented [GS38R37]: A COVID and Health; A5 Mental Health

Commented [a39]: C Quality of life; C1 Family
A COVID and health;

Commented [GS40R39]: A5 Mental Health?

MEDIATOR

83. And was it in 2020 or at the end of 2021 that you had to come here (São Paulo) to deal with moving out [of your apartment]?

FRIDA

84. Late 2021, I mean in the middle of 2021...

MEDIATOR

85. Right.

FRIDA

86. You see? The pandemic was very busy. In 2020 there was this adaptation. In the university, we were for about 2 months without classes, but we met with the professors every day to talk, chat, and then we resumed classes. So, our calendar was not delayed much, just like there were courses that I learned

about that were delayed, others that were not. Then at the end of 2020 I ended a relationship, at the beginning of 2021 the professors got really heavy. I was already used to the pandemic, there was a lot of pressure, we had several mental health meetings at college because it was not cool.

Commented [APS41]: C Quality of life; C3 Education

Commented [APS42]: A COVID and health; A5 Mental health

MEDIATOR

87. Were all these meetings online?

FRIDA

88. All online.

Commented [GS43]: C Quality of life; C3 Education

MEDIATOR

89. And did those meetings flow? Did they have a dynamic? Were people able to...

FRIDA

90. Wow, there were four hours of meetings... 6 hours of meetings... with the board, with teachers, with...

MEDIATOR

91. Your teachers listening to you complaining, whining.

Commented [APS44]: check this

JULIA

92. There were people crying in the meeting.

Commented [APS45]: A COVID and health; A5 Mental health

FRIDA

93. Listening to us break our heads, we called the principal, called everyone.

Commented [APS46]: D Vulnerability; D3 Resilience (social capital, social networks, social organisation)

JULIA

94. There were employees too.

MEDIATOR

95. Was it a student movement?

FRIDA

96. From the students, from the student union...

JULIA

97. Very impactful.

FRIDA

98. Not that it solved much, but...

MEDIATOR

99. But it was good to get it off your chest at least.

FRIDA

100. Yes, and I could feel the anger from many of my classmates too...

Commented [GS47]: A COVID and Health; A5 Mental health

JULIA

101. Losing friendships (laughs).

FRIDA

102. Yeah, reviewing friendships.

Commented [APS48]: this is interesting: stress due to political/social affiliation.

MEDIATOR

103. Several unfollows [in social media].

Commented [GS49R48]: Super.

FRIDA

104. Yes, and then, as if all this wasn't enough, I was already well with my family, we were already settled. In the middle of the year at USP they said: "So you know the place you live at [the building], we are going to remodel it, you have 15 days to leave your apartment".

Commented [APS50]: D Vulnerability; D1 Exposure (tenure insecurity, demanded exposing herself)

MEDIATOR

105. Nice, huh? (Being ironic)

FRIDA

106. CRUSP (name of the USP housing program) student housing, they sent me an email saying that until August 15th we [students in the housing unit] had to leave because they are going to remodel [the building]. The remodeling hasn't started by today. In 15 days, we (students) got together, we got a lawyer from SanFran [Sao Francisco Law School, which has a social law program], who is from the law school of USP to sue USP. Then we got 30 days, 45 days, then 2 months. ... Then there are people living there until today. The remodeling hasn't effectively started, it is a remodeling that you can even research: it is completely a façade, nothing useful for the students will be reformed. So, they removed, there must be about 1000 residents that had to leave, to be relocated. USP didn't give the support it should have, so it was very stressful. At the end of the semester, I had to leave Minas Gerais, take buses to come to São Paulo. I brought my father, already in his late 50s, to help me because I couldn't do anything on my own. Also, because my head was terrible, I couldn't find another place to live far away...

Commented [APS51]: D Vulnerability; D3 Resilience (social capital, social networks, social organisation)

Commented [APS52]: Is this an example of the hyper-action described in Henrique & Tschakert?

Commented [APS53]: D Vulnerability; D1 Exposure

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

MEDIATOR

107. You had to look for ...

FRIDA

108. I had to look here, even there. Luckily, but after much stress, much insistence with the social worker I managed to get another vacancy at CRUSP. They did not provide any support for the move, so I had to move alone, me and my father. We did it, we arrived like this... my God, if I tell you! There were so many difficulties... "Where is the key? There is no key, break the door down!", "Come in with the things, close it anyway.", because they [CRUSP] won't put it [the lock], you must ask for a locksmith, and I don't know what else... It was pure confusion, pure confusion, but it worked out. Then it became smooth, at the end of the year I got an internship at São Paulo Urbanismo [SP urban planning agency].

Commented [APS55]: D Vulnerability; D2 Resistance (lack of adaptive and coping capacity due to constrained social networks and financial resources)

Commented [GS56]: C Quality of Life; C2 Work/Livelihoods

MEDIATOR

109. Wow, how nice!

FRIDA

110. Finally, now, right people? It was hard, then I came back to São Paulo in November 2022, so while I was in Minas Gerais, I was using the car, I was taking care of myself and because it was really this first semester from May to September 2021 that was tough. I just didn't go to the doctor, but I was sure he would say, "But then everything worked out, I am fine and doing the internship also reconnected me with the passion for architecture. Like, why am I doing this course? because during the pandemic the motivation was no longer there. I was at a point where I thought I'm going to quit university because there is no condition, anyway. I spoke too much, that's it. Everything worked out, I am fine (laughs).

Commented [APS57]: B Changes in mobility; B1 Change of residence/ workplace/ education
B Changes in mobility; B2 Change of transp. mode

Commented [APS58]: D Vulnerability; D3 Resilience

Commented [APS59]: A COVID and health; A5 Mental health
C Quality of life; C3 Education
C Quality of life; C5 Future expectations

MEDIATOR

111. Ah, that's cool! Do you want to talk Frida? Oops, sorry Barbara, who was talking was Frida. Tell me, what affected you during the pandemic? Mentally or physically? How was this journey for you?

BARBARA

112. I think I can summarize it like this... what affected me was spending too much time online, I started graduate school when the pandemic started. I had 2, 3 face-to-face classes at the institution and then everything closed. Then we did it online and I finished the 2-year graduate course that was in person,

Commented [a60]: A COVID and health; A5 Mental health (online life)

online. So, it was twice a week, at night. So, I would spend the whole day working on the computer, having meetings on the computer, then 3 more hours at night having a class, and after that I would have group work, which was also online. And when I wasn't doing this, I was watching TV, I was messing around on my cell phone. So, I felt a lot of stress from spending a lot of time in front of screens, interacting with people this way. Also, in the beginning of the pandemic we would meet with friends, right. We would have happy hours with friends, drink some wine. You could see this a lot in the beginning. About family, I also was 3 months without seeing my family, I lived alone at the time. So, the issue of living online was very stressful, it gave me anxiety, gave me a lot of anxiety, even today if there are days when there are many meetings and I'm in home office I get ... right?

113. In the beginning, to go to the supermarket, this kind of thing, I was also very careful, even when I went to the market at a time that theoretically would have less people, with a mask. But people had a lot of difficulty, you are in queue and the person is next to you, or you go to get the butter and the person comes right in front of you. So, I panicked a lot in closed environments, supermarkets, these things... I think it's kind of like this. During most of the time I only saw my boyfriend, he lived with me too. He lived 3 blocks away from me, so we kind of took turns between his house and mine. He also spent a lot of time without seeing his family and friends. And... we fought a lot (everybody laughs), sorry for the bad word, but we fought a lot, but so... it was because of that whole stressful situation too, the two of us very stressed, it becomes a time bomb, the relationships... At the same time the only person you have to relate to is that person, so at the same time that it is very stressful it is also a relief to be able to have someone to live with, to...

MEDIATOR

114. Someone to be to argue with face-to-face (participants agreeing).

BARBARA

115. Exactly (laughs), the person is there in person. So, there were also nights of relief, of being grateful that we had this relationship. We got along the way we did. So much so that we moved in together a year ago, we are only 3 times ahead [3 semesters in the university?], so we also had a lot of friends, isn't it? One must be grateful for him. So, we made a budget, and we decided to live together a year ago. I lived in my apartment, he lived in his, and a year ago we moved in together, still in the pandemic.
116. I think it was more like that, and what I commented with you. [Are you interested in] the negative impact only?

MEDIATOR

117. The impact, right, in general, what affected your physical and mental health.

BARBARA

118. And what helped me positively, I have already told you (in the individual interview) is that I have been in therapy for more than 10 years. So, I had support from my therapist for a while, my partner too. So, I think we succeeded. And one thing we both waited for, he is older than me, so he had the vaccine before. I remember that we went to the queue very early. He was in queue for two hours, and I remember him taking the vaccine. He was crying, I was crying, tears were flowing... I couldn't believe it...

MEDIATOR

119. That it was his turn, right?

BARBARA

120. It was very emotional, then a week later it was my turn, for me it was a relief emotionally.

26:40 MEDIATOR

121. Ah, how wonderful... ah, he's here! (at this moment another participant arrives, Gabriel). Gabriel, welcome, we have already started talking, but no problem, it is very good that you can be here with us.

Commented [APS61]: C Quality of life; C3 Education

Commented [APS62]: B Changes in mobility; B4 Immobility/ work from home

Commented [APS63]: A COVID and health; A5 Mental health

Commented [a64]: A COVID and health; A5 Mental health (online life)

Commented [APS65]: B Changes in mobility; B4 Immobility/ work from home

Commented [APS66]: A COVID and health; A5 Mental health (online life)

Commented [APS67]: D Vulnerability; D1 Exposure (essential shopping)

Commented [APS68]: A COVID and health; A5 Mental health

Commented [a69]: C Quality of life; C1 Family A COVID and health; A5 Mental health

Commented [a70]: D Vulnerability; D2 Resistance (social network of support)

Commented [a71]: C Quality of life; C1 Family

Commented [a72]: A COVID and health; A5 Mental health

Commented [GS73R72]: A COVID and health; A6 Access to Healthcare facilities/tests/vaccine

Commented [a74]: A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines A COVID and health; A5 Mental health C Quality of life; C5 Future expectations (sense of relief, change for the better)

Commented [a75]: A COVID and health; A5 Mental health (relief)

I just need you to say your name so that the transcriptionists can identify your voice with the name and the person.

GABRIEL

122. Gabriel.

ALEXANDRE

123. Registered, voice and person. (laughter)

MEDIATOR (ADDRESSING GABRIEL)

124. Okay, I'll follow with the people but soon I'll get to you.

ALEXANDRE

125. Do you want to keep on a round or can I ask a question midway through it?

MEDIATOR

126. Go ahead and then I'll follow.

ALEXANDRE

127. I thought it was interesting what Barbara said about the pressure she felt to go to stores and so on... How was your buying behavior? This is a question for anyone. How was your purchasing behavior? Did it change, did you feel a difference, did you look for different places, different times, how were the strategies?

ANNA

128. I started buying a lot with Rappi [e-delivery service]. But then at the beginning of the pandemic I lived with a friend here in São Paulo and we would go to the market at 3:00 in the morning. In the beginning everything we could. So, a group of 4 people, of 3 people we could take an Uber too [during the pandemic Uber allowed passengers only on the back seat], and then we would go to the market that was [open] 24 hours and that's how we bought. But that was it, and then Rappi and everything else. Then I started going to the market [again], but I used more supermarket shopping apps.

MEDIATOR

129. Interesting, does anyone else have any experience with this?

MANUEL

130. I think it is an alternative... we became more in touch with the apps that grew, right? [The dissemination, the contact with people, from marketplace platforms like Mercado Livre, Shoppin, Amazon... I think this boosted a little the level of purchases. I bought more... it is sad to buy something at Shoppin [e-commerce platform] (laughs), I think that is it. These are ways to fill gaps in daily life and as you are there at the computer in contact with a lot of advertising all the time... I think this does affect, more than if you had a normalized situation. It was a symptom not only for me, but I think that the people at home. My parents who don't even use the internet properly, started to want more [online] things as well.

MEDIATOR

131. Let me get this straight, so the exposure time... you are saying that you spent more time in front of the screen.

MANUEL

132. Also.

Commented [a76]: B Changes in mobility; B4 Immobility/ work from home

Commented [a77]: D Vulnerability; D1 Exposure (managing exposure by choosing off-peak times)
D Vulnerability; D2 Resistance (access to 24h shopping)
D Vulnerability; D3 Resilience (group-purchases and peer-support to minimize exposure)

Commented [GS78R77]: Coping - Code 39

Commented [a79]: Cleiton, please check this.

Commented [GS80]: Coping - Code 39

Commented [a81]: B Changes in mobility; B4 Immobility/ work from home (New consumer behaviour, more online shopping)

Commented [GS82R81]: Code 39

MEDIATOR

133. And this extra time on the screen, because of this surfing on different platforms and so on, the ads are dripping (appearing) and this encouraged you to consume more, is that it?

MANUEL

134. Yes, exactly. I think the increase of my screen time with the increase of companies focusing on the online market... and of course the increase of purchasing power during the pandemic, I had an increase of purchasing power during the pandemic within the same job, so I think that changed a little bit.

BARBARA

135. It's an endorphin in life, you there, with nothing to do...

MEDIATOR

136. An "accepted purchase" [message after a purchase is done] gives one an endorphin shot.

BARBARA

137. I bought a bunch of plants, I didn't have a plant at home, I spent most of the time outside so I had no way to keep a plant alive. Now I do. By now my apartment looks like a jungle (everyone laughs).

MANUEL

138. We changed apartments so we used to buy things for the house. I used to buy a lot of things on the internet. I live near the 25 de Março [popular shopping street in São Paulo]. In the beginning, I used to go there a lot. Of course, with the pandemic you avoid the contact, but the internet without a doubt became my first option. With delivery in less than 1 day. You buy in one day, often the delivery arrives the next day. I think that e-commerce in general has also created mechanisms to meet this demand, both good and bad.

MEDIATOR

139. Sure. Does anyone else have anything to say? Gabriel, do you have anything to say?

GABRIEL

140. The same thing as them. We buy a lot more I think. I feel that this business of staying a long time on the screen, you buy more on the internet and then starts to get more focused advertising, because you already have a very clear habit for the algorithm that was not there before, when I did not buy on the internet and it is a snowball. Then, suddenly, you are buying a lot of things. I started to read a lot in the pandemic because I didn't read that much. But I started to buy books online and then recommendations started coming in and I just kept going.

MEDIATOR

141. But e-books or print books?

GABRIEL

142. Both, I think it has changed a lot in that sense. There are things that I didn't do, but I started to do because I had this ease of access now.

MEDIATOR

143. What kind of habit changes?

GABRIEL

144. I started to discover a lot of things too...this is more when things started to return to normal. Like close to home, I used to have a very basic way of going from university to home, from work to home, things like that. And now I am still not confident to take the subway, buses and so on, but I can discover

Commented [GS83]: C Quality of Life, C2 Work/Livelihoods

Commented [a84]: A COVID and health; A5 Mental health D Vulnerability; D2 Resistance (coping strategies)

Commented [a85]: B Changes in mobility; B4 Immobility/ work from home (New consumer behaviour, buying more for the house, as you spend time indoors)

Commented [GS86R85]: Coping, Consumism - Code 39

Commented [GS87]: C Quality of Life; C2 Work/Livelihoods

Commented [a88]: B Changes in mobility; B1 Change of residence/ workplace/ education

Commented [a89]: B Changes in mobility; B4 Immobility/ work from home

Commented [a90]: Feedback mechanism in e-commerce: expanding and improving services to take advantage of the good period.

Commented [a91]: Change in consumption behaviour

Commented [GS92R91]: Code 39

Commented [a93]: Another feedback mechanism around e-commerce

Commented [a94]: B Changes in mobility; B4 Immobility/ work from home (attitudes change towards activities)

Commented [GS95R94]: I was not considering such kind of behavior as changes in mobility.

Commented [a96]: B Changes in mobility; B2 Change of transp. mode (changing the attitudes towards other activities because of changes in transportation)

Commented [a97]: D Vulnerability; D3 Resilience (long-term concerns prevent return to the baseline)

things that are close to my house, in my neighborhood. Where many people don't go to. Then you start to discover a more local commerce like that, this changed a lot for me.

MEDIATOR

145. So, in this case, you started to buy more locally, more in your neighborhood, so that you could commute less.

GABRIEL

146. Yes, anything that I could do on foot, so that I didn't have to take public transportation. When I was still afraid.

MEDIATOR (LOOKING AT ANNA)

147. I see.
148. And you? We were talking about physical and mental health, Alexandre came in with this question about consumption habits, so you actually have two options (laughs). You can say whatever you want, just so that I can help you and not let you down, Anna... we have to talk about this again today. When we did the individual interview, she mentioned something that I found very nice, regarding her parents. That was, when the pandemic broke out, her father invited his daughters to come back home, they spent 6 months more or less together. They [her parents] saw their grandson growing up... it was fantastic. So, I'm just doing this (introduction). I wanted to ask you how the pandemic affected you in this case. Mentally, was it good? I wanted to understand that from you, how did this moment happen for you?

ANNA

149. So, in this family context, at the time the pandemic started, I was living here in São Paulo, my other sister was living in Mexico with her one-year-old son and her husband. So, my father was very afraid of the pandemic, of everything, but in the middle of the chaos that nobody could leave the countries, he was very determined to take the whole family to Corrientes [in Argentina, near the border with Brazil], which is my hometown and his home. And that's it. In the beginning, it was very stressful because I had to talk to the embassy, like everything. I need to go back to my house because I have asthma, I am asthmatic. So, to stay here in São Paulo watching the news, all over the world ... The whole world knew that São Paulo was one of the worst places in the world. So that was even worse, then looking at the options and everything else ... Then, I haven't told you this, but I drove to my city, two days by car that I traveled to the border, I was like an alien (laughs).

150. I don't know, it was a very strange moment in my life.

MEDIATOR

151. The only thing missing was taking off the helmet (alluding to the previous comment) (laughs)

ANNA

152. Yeah, like this. They did a test on me, then two minutes later they did another test, as if something was going to change at the border (everyone laughs).
153. I could only cross the border walking... Then the car left me [on the Brazilian side], and I went over the bridge walking carrying the bags [towards Argentina]. Then, on the other side, they did another test. I did three tests in 15 minutes (everybody laughs).

BARBARA (ASKING ANNA)

154. But then they put it in your nose, like this?

ANNA

155. Yes, then on the other side of the Border, there was my cousin who had gone to pick me up at the border. But then the problem was also Argentina, not Brazil. In Brazil, people could come and go, everything else. In Argentina, it was... [indicating to be more demanding with the sanitary protocols for access]. Different to this. This is just for you to understand how my parents' house worked. In the city

Commented [a98]: B Changes in mobility; B3 Change in distance (localization of daily life)
B Changes in mobility; B2 Change of transp. Mode (discovering new locations by adopting new modes of transportation)

Commented [a99]: B Changes in mobility; B3 Change in distance
B Changes in mobility; B2 Change of transp. mode

Commented [a100]: B Changes in mobility; B1 Change of residence/ workplace/ education
C Quality of life; C1 Family
D Vulnerability; D1 Exposure (risk perception)
D Vulnerability; D2 Resistance (family network provides coping mechanisms)

Commented [a101]: A COVID and health; A5 Mental health

Commented [a102]: D Vulnerability; D2 Resistance (lack of resistive capacity, comorbidities)

Commented [a103]: D Vulnerability; D1 Exposure (risk perception)

Commented [a104]: D Vulnerability; D2 Resistance (having access to a private vehicle, allowed her a major change in location)

Commented [a105]: A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines (mandatory testing at the border)

Commented [a106]: D Vulnerability; D2 Resistance (social capital, social networks)

where my parents live, there were no cases of COVID and people weren't leaving their house. They weren't going to the market. They were cleaning everything. There was nothing, there were zero cases of COVID. And I was here in São Paulo... of course everything was here, but that was very strange for him to see how I was calmer, since in São Paulo the situation was like this.

Commented [a107]: D Vulnerability; D1 Exposure (risk perception)

156. And that's it. At the same time, all this that is happening to me, was happening to my sister and my one-year-old nephew that didn't have a passport, so... a chaos. But that's it, then after a long time, several things, then we got together, then my parents had to rent another house. I stayed in my apartment and the other parts of the family stayed somewhere else for 15 days and then after 12 days we managed to get together. But the main point that made you emotional [speaking to the Mediator, about the individual interview] is that I told him that my parents, and they speak very carefully about this, but that the pandemic was the best thing that happened in their lives. Because they saw my nephew grow up. ... [participant starts to cry] I'm even crying (laughs). They saw my nephew grow up, that it was his second year. This would be impossible, if there wasn't a pandemic. In my family, nobody would be together, you know?

Commented [a108]: D Vulnerability; D2 Resistance (support from social networks, parents had the money to rent the house)

157. No one would ever be together, ever again... Because of work, people were making their own families and everything. So, at that moment it was like this, they [her parents] will say, with tears in their eyes too, that the pandemic was horrible for everyone, but that for them it was a kind of miracle. To have this moment to bring the family together and see everyone together. [During the] 6 months that I lived with them, it had been 9 years since I lived with them. So, it was crazy. For me it was very good, to be honest, because I was at home and there I was always thinking right? Because I am a very privileged person. All this personal conflict, of everything that is happening in the world, people who have nothing to live, people who were dying. I didn't have any family members that died and personal things like that... I didn't have any completely negative points, you know?

Commented [a109]: C Quality of life; C1 Family (improvements in the family connection and life during social isolation)

Commented [a110]:

Commented [GS111R110]: A COVID and Health; A5 Mental health; B Changes in Mobility; B4 Immobility/Work from home; C Quality of Life; C1 Family + C2 Work/Livelihoods

158. I improved my health a lot, I lost a lot of weight, I had therapy. In the city where my parents were, I had everything nearby. There weren't many cases of COVID. I met my friends from school. So like this... because it's terrible to say this, because at the same time I work at Teto... and I remember a day that I talked to my friend, I said, today I gave a lecture because I was telling about the effects of the pandemic in the slums, but at the same time I was in my house, I had everything I needed, I was with my family, with the people I loved. So... it was a very big personal conflict, but nothing to do with what really affected most people. I was feeling very privileged with what I had, so I always channel it in therapy. But the pandemic was quite different for me, I told you where I traveled from, then when the situation started to improve and everything else and I traveled to visit my family that my sister who lived in Mexico, in the United States, so there were all those things in between.

Commented [a112]: C Quality of life; C1 Family

Commented [a113]: A COVID and health; A5 Mental health (improved health conditions) D Vulnerability; D2 Resistance (social networks provided excellent coping capacity)

Commented [GS114R113]: A COVID and Health; A6 Access to Healthcare facilities/tests/vaccines (access to therapist)

Commented [a115]:

Commented [GS116R115]: A COVID and Health; A5 Mental health

MEDIATOR (EMOTIONAL, ADDRESSING ANNA)

159. (Mediator stands up and gives a hug to the participant who had become emotive during her speech recalling the time she had with her family).

Commented [a117]: D Vulnerability; D1 Exposure (travel behaviour) D Vulnerability; D2 Resistance (personal and family resources allow a whole different experience of the pandemic, improvement, instead of hardship)

ANNA (LAUGHING)

160. And he knew, he knew I would cry.

BARBARA

161. But guys, after he (speaking about the Mediator) interviewed Anna, when he arrived to interview me, he already came in like this.

ANNA

162. Then I'll show you a picture of my nephew so that you can understand me.

MEDIATOR (ADDRESSING ANNA)

163. Ok, but what I wanted to ask you is how was it for you to travel...

ANNA (INTERRUPTING THE QUESTION)

164. Guys, I became an expert in traveling. Whatever you need I know (everyone laughs).

MEDIATOR

165. But look, you were in Corrientes, then you decided to travel to visit the people already in this sequence. How was it for you to get on a plane, to enter a closed environment, sealed, mask... How was it for you?

ANNA

166. I didn't tell you the best part, I started the pandemic in Germany, where I went to work.

MEDIATOR

167. Ah, yes, you ran away, right?

ANNA

168. Yes, that was the main thing, because I went with a car, and it was very strange, because we couldn't stop in some cities... I was in Germany at the beginning of March. I went for work two weeks. But those were the weeks that the pandemic started in Germany, like... terrible. I needed to buy a ticket and everybody was leaving Europe and everything, and then it was kind of chaotic. I cried in every airport I passed through. People didn't want to touch me. I fought with a woman who was 2 meters away, she didn't want to get close to me, for several reasons. I felt a lot the cultural difference of the people. I couldn't ask people for help. I am a big fan of Latin America, ok? But it is really very different because people did not want to talk to me, and nobody could help me, you know?

Commented [a118]: D Vulnerability; D1 Exposure (risk perception)
A COVID and health; A5 Mental health

ALEXANDRE

169. In Germany?

41:39 ANNA

170. In Germany, I stayed... I was supposed to stay for two weeks, but I stayed a week and a half. And then I bought ticket very quickly. "I'm leaving today". And then I left, I went to Portugal and traveled straight to Brazil. I didn't go back to Argentina. I didn't go back home. I went back to São Paulo, then I stayed 15 days in an Airbnb, because I didn't want to go home where my friends lived. And only after (the quarantine) that I went home. And then that's it, then the other trips were always like this, many problems like this because of tests. But I always kept myself informed because whenever I went to the airport, there were families crying because they couldn't travel, it was something that happened a lot, so I thought, I'm going to call and ask as many questions so that this doesn't happen, but I think that was it.

Commented [a119]: D Vulnerability; D1 Exposure (travel behaviour)

MEDIATOR

171. Guys, did the quality of health care change during the pandemic? Did you notice any difference? (Alexandre gestures asking to ask a question about part of Anna's speech)

ALEXANDRE

172. Anna just talked about the tests, how were the tests for you? Was it easy, was it hard, did you test when you wanted to? Was it hard?

HENRY

173. It was easy.

Commented [a120]: A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines

BARBARA

174. Go to a pharmacy, go there and do it right away, in 15 minutes the result comes out.

Commented [a121]: A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines

HENRY

175. Yes, I did twice. One at a public health clinic and another at a pharmacy. At the health clinic it took three days to come out, and then I did it at the pharmacy and then it was two... (doesn't finish the sentence) it's...

MEDIATOR

176. And at the clinic, did you say you wanted to do the test and they did it?

BARBARA

177. No, you must have someone close to you with COVID or symptoms of COVID.

MEDIATOR

178. Or you with symptoms of COVID? Or one or the other?

BARBARA

179. Yes.

BARBARA

180. I only knew you could do a test at the public health clinics.

HENRY

181. For me it wasn't like that (participants talk at the same time), I just arrived, I said I had two symptoms...

BARBARA

182. Ah, because it was difficult to get tests at the beginning of the pandemic. I stayed at home for 3 months locked up. I didn't have symptoms of anything, not even the flu which I have every year because I didn't have contact with anyone. Then it became easier, when the tests started to be available in pharmacies.

MEDIATOR

183. I did the test to be able to talk to you, it was the first time (laughs), I hadn't done it yet.

BARBARA

184. I did about forty.

MANUEL

185. I did it in pharmacy.

FRIDA

186. At the internship, a coworker, an architect, got covid, on December 23rd. I went all over São Paulo and couldn't get a COVID test, either paid or at the public clinics. There wasn't any. There was no vacancy, it was the end of the year. So, I went to 3 UBS (Basic Health Units), I went to 4 pharmacies, no one could do a test on me. In the UBS that could test me, the result would be ready in 4 days, after Christmas. I wanted to go home. I had already bought the ticket. I went home anyway and there, arriving in Minas Gerais, I went to the hospital, and I tested positive.

HENRY

187. Wow.

45:01 MEDIATOR

188. So, you traveled with a positive status?

FRIDA

189. I felt really bad, because I had no symptoms. I had a little runny nose for a few days, I was already at the end of COVID [infection]. I had been with COVID for more than 10 days, I didn't know. Then I did the test in Minas Gerais. As soon as I arrived I went to the private hospital, with health insurance. They did the quick test. I'm lying (correcting herself), it was [paid] by the [private health] plan, but it would take

Commented [a122]: A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines

Commented [a123]: A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines (limited information) E Source of Info (lack of knowledge ?)

Commented [GS124R123]: E2 Folk Wisdom ?

Commented [a125]: A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines (evolving accessibility to tests: hard at the beginning)

Commented [a126]: B Changes in mobility; B4 Immobility/ work from home

Commented [a127]: A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines (evolving accessibility to tests: tests available at pharmacies at a cost)

Commented [a128]: A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines (frequency of testing among participants)

Commented [a129]: A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines

Commented [a130]: A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines (evolving accessibility to tests: tests unavailable during peak periods of travel)

Commented [GS131R130]: A COVID and health; A1 Infection

Commented [a132]: D Vulnerability; D1 Exposure (travel behaviour)

Commented [GS133]: A COVID and Health; A5 Mental health

3 days and I wanted the result right away. I paid for the test. I must have done 6 COVID tests in 10 days. For those who did not get COVID during the end of the year, it was punk (difficult). Then I did this test and it was positive. For me to return to internship, I needed to test negative and send the test to them. I went to the UBS to do the negative test and they did not accept me at all, they said they would only test if I had symptoms, they would not test to prove that I had no COVID, and then I went. ... they didn't want to. Me and my father, he was very insistent, we talked to the health secretary of the municipality to see if they would do the test. We did it [the test], it was negative. Then I went, I traveled to my grandmother's house, it was a 6-hour trip. If it was positive I wouldn't go. I traveled with my family to spend the New Year's. The New Year's Eve, right?

190. Then on January 3rd I already had symptoms, my family had symptoms. On the 4th, I had symptoms, I tested positive [but] I didn't trust it and did a test at the health clinic, and it was positive. And I said "people, it's not possible. I just tested negative on December 28th, how come on the 4th I have COVID again? This is wrong. I went to do a paid test and it was positive, then I could do another one and it was positive again, then I thought, okay, I am with COVID again, I accept that."

MEDIATOR

191. And how did you get it (two COVID infections in a short period of time), how did it happen? Didn't people wear masks? I don't understand

FRIDA

192. So... there was a little party on New Year's Eve... (embarrassed laughs) Imprudence, there weren't many people, but anyway...

MEDIATOR

193. All it took was one.

FRIDA

194. Yes, just one person was enough (laughs). And then we all got COVID. My grandparents had their third dose [of vaccine], and we didn't infect them with COVID. Of course, we kept our distance, but they didn't get COVID. This time I was pretty bad, I say that COVID number 1 was mild, I didn't feel anything, it didn't even seem like I had it. With COVID number 2 the immunity was already low, so I was shaken, but I didn't go to the hospital or anything. And then I had to do 2 or 3 more COVID tests to test negative and be able to go back to São Paulo to do the internship.

MEDIATOR

195. Oh yes, you wouldn't go back to Sao Paulo without being sure.

FRIDA

196. No, that was it. A year, and a half of tranquility to finally have several COVID tests and get COVID twice.

MEDIATOR

197. So overall, the health service changed, the care (looking at Barbara).

BARBARA

198. Do you know what was nice? The consultation through Bradesco [private insurance]. I had a contract with Bradesco at the time and had online consultation. It was great, I used them two or three times.

MEDIATOR

199. Online consultation... to clarify doubts?

Commented [a134]: A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines

Commented [GS135]: A COVID and Health; A6 Access to Healthcare facilities/Tests/Vaccines

Commented [a136]: C Quality of life; C2 Work/ livelihoods (restrictions to work based on infection status)

Commented [a137]: A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines (using political clout to access testing)

Commented [a138]: D Vulnerability; D1 Exposure (travel behaviour)

Commented [a139]: D Vulnerability; D1 Exposure (risk perception: wanting to visit relatives makes the risk worthwhile)

Commented [a140]: A COVID and health; A1 Infection

Commented [a141]: D Vulnerability; D1 Exposure (risk perception)

Commented [GS142R141]: A COVID and Health; A1 Infection

Commented [a143]: A COVID and health; A1 Infection D Vulnerability; D1 Exposure (risk perception, allowing oneself to expose so as to enjoy being with family)

Commented [a144]: A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines

Commented [a145]: D Vulnerability; D1 Exposure (risk perception, strategies to mediate exposure versus socialization, making risk perception situational)

Commented [a146]: A COVID and health; A1 Infection

Commented [GS147]: A COVID and Health; A1 Infection + A6 Access to healthcare facilities/Tests/Vaccines

Commented [a148]: A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines (private health insurance)

BARBARA

For example, there is a period in which women deal with the incidence of a lot of urinary infection. Whenever I had it, how did I do it. I went to the emergency room or made an appointment to go there, because you need to do the urine test in order to get an antibiotic. You need the prescription in order to buy the antibiotic. It's a simple thing, as the emergency room closed and during the pandemic I had a symptom of urinary infection. I would never go to a hospital, to an emergency room as I did before to be able to get the antibiotic right away, because it's a very unpleasant symptom and to make an appointment with a doctor would take 3, 4 days, even a week to be able to make an appointment to get an antibiotic. And Bradesco had this option, you downloaded the application, entered the room and the doctor who was there in his house on duty would come in and see you.

Commented [a149]: A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines (private insurance, telemedicine, online consultation)

ALEXANDRE

200. Is this from Bradesco Health Insurance?

BARBARA

201. Yes, he emailed me the prescription to take the medicine.

49:26 PEOPLE TALKING AT THE SAME TIME

202. Anna

203. I think all (major health plans) had (online services).

MEDIATOR (ADDRESSING FRIDA)

204. You said they had it through SUS too?

FRIDA

205. In São Paulo they had service by phone. So much so that one of the times I tried to do the test and couldn't, I entered the e-SAUDE, the São Paulo application, and communicated. They did a screening already by phone, asking how long did I had symptoms, if I had contact with someone with COVID. Because here in São Paulo on December 23rd they would only do a test if I had symptoms, several symptoms, more than one.

Commented [a150]: A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines (evolving accessibility to tests: limited access at the end of the year, when cases increased sharply)

MEDIATOR

206. You had to reach a score, is that it?

FRIDA

207. Yes, there was a ranking there.

Commented [a151]: A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines (evolving accessibility to tests: ranking scheme to delimit test offer)

INÊS

208. A little table.

FRIDA

209. And you needed to have had contact with someone who was positive. Then they would do the test. Because of the number of tests, there were a lot of people, so they didn't test just like that, I don't know if this is the standard or not.

Commented [a152]: A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines (severe limitation of testing: only first-contact persons from a confirmed COVID patient)

MEDIATOR

210. I was going to say that if you know that, the person can lie.

FRIDA

211. But that's what I had to do to get the negative test.

MEDIATOR

212. Oh, I see.

ANNA

213. It's because people were wanting to get tested so they could board the plane, right? For the end of the year.

MEDIATOR

214. That must be it. Well, I'm processing it.

GABRIEL

215. That's what she said too, Fernanda¹'s boyfriend had COVID last year and a girl from the UBS came to their house to see how he was doing afterwards.

MEDIATOR

216. From UBS [local health clinic]?

GABRIEL

217. I think it was easier here than in other places.

FERNANDA (COMPLEMENTING GABRIEL'S INFORMATION)

218. We didn't treat in the SUS. We had a [private health] plan. The data crossed and the woman from the UBS went down the street asking all the people who had COVID if they were well, healthy.

MEDIATOR

219. At what time was this?

FERNANDA

220. It was at the peak of the pandemic; it was last year (2020).

MEDIATOR

221. The height of the pandemic was what?

GABRIEL

222. Which of the peaks of the pandemic? (being ironic, laughs)

FERNANDA

223. I think May, June 2020...

ALEXANDRE

224. May and June were the number of deaths we were expecting here, from 2020.

FERNANDA

225. Yes, it was more or less when he [edited for anonymity], got infected.

ALEXANDRE (ADJUSTING THE TWO PEAK PERIODS OF THE PANDEMIC IN BRAZIL)

226. September 2020, May and June 2021.

FERNANDA

227. Yes, second semester of 2020.

Commented [a153]: A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines
D Vulnerability; D1 Exposure (risk perception: you need to test, but do you want to?)
D Vulnerability; D1 Exposure (travel behaviour: you need to test to travel)

Commented [a154]: A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines (home care from the public health system)

Commented [a155]: A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines (testing in public facilities, treatment with private insurance)

Commented [a156]: A COVID and health; A1 Infection

¹ Fernanda Goulart, a COVIDGI Project supporter, who was at the meeting.

MEDIATOR

228. And how are you dealing with these social events during the pandemic? You, Henry, for example, are reducing the intervals between dates with your girlfriend. Are you going out again? Are you going outside, to places with more people like here now, a room with more than 10 people².

HENRY

229. Yeah, for me this is new. I was only visiting people I know. [going to a] Bar for example, never. Nothing with people I don't know individually. Now in university it's kind of scary. The hazing (a kind of rite of passage for freshmen from student life to university) is kind of scary.

FRIDA

230. Yeah, in the pictures everyone was kind of agglomerated.

ANNA

231. I started going out more at the end of last year. But now that we're back at the office, I'm kind of addicted to taking tests (laughs). So, every week, if I know I've been out, if I've been in a crowd, I take the test before I go to the office. But nobody asks me to do this, I do it as a conscience discharge.

MEDIATOR

232. Our dynamic here is already an excuse for you to take a test tomorrow. (laughs)

BARBARA

233. I think we loosened up a little bit, right? There was a farewell party to a colleague last year. We went to an open restaurant, ventilated. Then the people started to get excited and we went to another place, when I got there, it was a closed place, there was a band and a lot of people. There were people without masks inside. I tried, I went in there and stayed 15 minutes parked at the door, I turned to my colleague and said "Gee, I can't relax here, there are too many people here".

MEDIATOR

234. When was this?

BARBARA

235. November 2021, then my colleague said "Of course, I understand.", I apologized and left (laughs), because it was really too much.

ANNA

236. I feel that it [exposure] increased a lot because of the third dose. Everybody took the third dose, in the second dose it wasn't that much, but with the third dose people became more relaxed.

MEDIATOR

237. I see, and [what about] you Julia.

JULIA

238. This year my mother had an event to meet her college friends. It was an event in a small hotel in Bananal, a city between Rio de Janeiro and São Paulo. Then we found other people wearing masks, and when it was time for lunch everyone at the table was not wearing masks. And we were panicking because we didn't know whether to follow what people were doing or to wear masks. So, we went towards the corner, then we ate and put our masks on. People didn't care anymore, I felt kind of strange or as if I were an alien (laughs) and people found it strange.

Commented [a157]: D Vulnerability; D1 Exposure (protective behaviour, risk perception)

Commented [a158]: C Quality of life; C3 Education D Vulnerability; D1 Exposure (connection between education, social life and exposure)

Commented [GS159]: D Vulnerability; D1 Exposure

Commented [GS160]: D Vulnerability; D1 Exposure

Commented [GS161]: D Vulnerability; D1 Exposure

Commented [a162]: C Quality of life; C2 Work/ livelihoods D Vulnerability; D1 Exposure (testing as a control mechanism for exposure)

Commented [a163]: C Quality of life; C4 Leisure D Vulnerability; D1 Exposure (risk perception) D Vulnerability; D3 Resilience (adapting risk perception to going back to social life, is the "old normal", normal at all?)

Commented [a164]: D Vulnerability; D1 Exposure (risk perception) A COVID and health; A6 Access to Healthcare facilities/ Tests/ Vaccines

Commented [GS165]: A COVID and Health; A5 Mental health

Commented [a166]: D Vulnerability; D2 Resistance (protective behaviour)

Commented [a167]: C Quality of life; C4 Leisure D Vulnerability; D1 Exposure (risk perception, perception of other's protective behaviour as risky, travel behaviour) D Vulnerability; D3 Resilience (adapting risk perception to going back to social life, is the "old normal", normal at all?)

² The meeting space was held at IAB building, a large and well-ventilated space, with open windows that allowed fresh air flow.

MEDIATOR

239. And the people were from the region, and they met there?

JULIA

240. They were from Mogi das Cruzes (a city in the metropolitan region of São Paulo) and they met there.

MEDIATOR

241. Well, Mogi is a big city, right? Populous, so I was just wondering if they were from a small town... Inês, and what about you?

INÊS

242. In relation to wearing a mask I think that wearing a mask during the pandemic should only be stopped in a family gathering to eat or in a gathering of a few friends when it's time to eat.

MEDIATOR

243. Oh, that's cool.

INÊS

244. And when I'm in the subway, the bus, and it's crowded, I feel claustrophobic. And the people coughing inside the subway, it's agony. The circular bus at USP is crowded, people coughing, talking ... it's complicated.

GABRIEL

245. I feel a lot similar to what she said about the second dose. Even after the second dose, I was more relaxed about going out, but after the third dose I was [even] more... But it is funny that before the vaccine and even a little after the second dose, it happened that I fought with family in family events. They said "Oh, here everyone is in the same family, you can be without the mask". Then everyone took it off, but I did not take it off, and they asked me to take it off. I would not do it, and this mood remained ... [indicating that the environment was tense]. Then at night I was alone in a corner with a mask and everyone else without. But nowadays that has passed, it is easier.

MEDIATOR

246. Do some of you walk on the streets without a mask or do you use one? Here (in São Paulo) I don't know if it is required.

GABRIEL

247. It is free.

JULIA

248. In open environment, since last week.

MEDIATOR

249. But do you still wear the mask?

BARBARA

250. Oh, I had an ice-cream on the street these days.

MANUEL

251. Drinking water like that, normal

BARBARA

252. It's been a long time since I've done that.

Commented [GS168]: E Source of Info; E2 Folk Wisdom

Commented [a169]: C Quality of life; C4 Leisure
D Vulnerability; D1 Exposure (risk perception)

Commented [a170]: C Quality of life; C3 Education
D Vulnerability; D1 Exposure (risk perception, perception of other's protective behaviour as risky)

Commented [GS171]: A COVID and health; A5 Mental health (opposite from stress due to the vaccination - positive impact on mental health); A6 Access to Healthcare facilities/Tests/Vaccines

Commented [a172]: C Quality of life; C1 Family
D Vulnerability; D1 Exposure (risk perception, perception of other's protective behaviour as risky)

Commented [GS173]: D Vulnerability; D1 Exposure; E Source of Info; E2 Folk Wisdom

Commented [a174]: D Vulnerability; D2 Resistance (protective behaviour)

Commented [a175]: D Vulnerability; D2 Resistance (protective behaviour)

Commented [a176]: D Vulnerability; D3 Resilience (going back to previous behaviour, business as usual)

Commented [a177]: D Vulnerability; D3 Resilience (going back to previous behaviour, business as usual)

Commented [a178]: D Vulnerability; D3 Resilience (getting back to old, small pleasures) (going back to previous behaviour, business as usual)

MANUEL

253. I don't know, but I use it, it seems like self-policing, kind of a habit and all.

Commented [a179]: D Vulnerability; D2 Resistance (protective behaviour)

JULIA

254. It's kind of automatic.

Commented [a180]: D Vulnerability; D2 Resistance (protective behaviour)

58:33 SEVERAL TALKING AT THE SAME TIME

ANNA

255. And it also depends on the weather. If it's too hot...

Commented [a181]: D Vulnerability; D1 Exposure (risk perception: protective behaviour is harder depending on the weather)

MEDIATOR

256. Yes, today for example at noon, so people in Germany may understand, it was that sweltering heat here [in SP], super-hot. It looked like it was going to rain, and it did. And then the mask, it was almost...

JULIA

257. Suffocating.

MEDIATOR

258. I had to take it off a little bit, put it down and put it back on again, just for the record I did that today, I confess (laughs). Alexandre, is there anything you want to talk about, or can I follow up?

ALEXANDRE

259. It's beautiful.

MEDIATOR

260. So, I wanted to know if you guys are going out as often as you used to before COVID or that hasn't happened yet. You [Inês] for example, I know you talked about the mask. But regardless of it, have you gone back to your pre-COVID routine?

INÊS

261. No, because I started university last year. So, now I'm living at the university, therefore my routine has changed. Going out on the street is normal, taking the bus, subway.

Commented [a182]: B Changes in mobility; B1 Change of residence/ workplace/ education
B Changes in mobility; B2 Change of transp. mode
C Quality of life; C3 Education
D Vulnerability; D3 Resilience
(The return to previous behaviour attaches transportation mode to the location the person is at, and the activity they develop there)

1:00:11 JULIA

262. Me too, because now I am in the university, so I had to move here. Therefore, before I moved, I had to use public transportation and it made me desperate about going into a crowd and alcohol gel all the time. And now I prefer to walk to college because it's close.

Commented [a183]: B Changes in mobility; B1 Change of residence/ workplace/ education (because of education)
C Quality of life; C3 Education

MEDIATOR

263. How close?

JULIA

264. 3km.

Commented [a184]: D Vulnerability; D1 Exposure (risk perception, protective behaviour)

01:00:45 EVERYONE SPEAKS AT ONCE

HENRY

265. It's a short walk (laughs).

Commented [a185]:
D Vulnerability; D3 Resilience (going back to the routine with adapted behaviour)

MEDIATOR

266. Last year, if you caught a full train, would you wait for an empty one? Anna did something like shopping at the supermarket, which is to go in the counterflow. She went at night, when there was nobody there or far fewer people.

Commented [a186]: B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes)

ANNA

267. For me there is a point, this business of the elevator (full) or things like that. I didn't go when there were people over 60, but then I did it more because of others than because of me.

MEDIATOR

268. That was cool.

ANNA

269. Several times, I think I often thought about people over 60 leaving the space so as not to put them in a risky situation, knowing that they are more likely to die. This is a fact, so it was more like this. During the pandemic I was always much more afraid of infecting someone else than I was of having COVID. My behavior was changing a lot that way, that was my case.

BARBARA

270. Many condominiums here in São Paulo made it a rule not to ride in the elevator with people from different families or apartments. Even though there were people who asked me "Can I go along?", I answered "Better not, right?" (laughs) "If you are in a hurry and want to go now, I'll take the next one."

MEDIATOR

271. In Porto Alegre in the supermarkets, they told us to go one person per family. To avoid crowding. It's a good tactic.

BARBARA

272. There are people who go to the supermarket with their whole family. (laughs)

MEDIATOR

273. Yes, it was like an event. And did the pandemic reduce or increase job opportunities for you? Did you see any difference in that?

ANNA

274. It increased, because I work at Teto. But at the same time, I teach online courses. I wouldn't have the chance to do all three things (Teto, teach online courses, and take university classes) because of mobility. I even attend university in Argentina, 100% online. This mobility, being able to go from one meeting to another, you have a meeting with a company that you are going to have... increases your productivity but also the opportunities.

MANUEL

275. I think it increased for me too. This opportunity for you to be part of groups that are at a distance, you start to do lectures more, to have the opportunity to do other work remotely. The CAU (Brazilian Council of Architecture and Urbanism), I worked with them last year, most of it was remote. This (online meetings) made it possible to do more things in a short distance. A lot of people had post-graduation... there's that, there's public transportation too, you spend more money going out all the time, I think it increased the opportunities and in this other perspective that was better... I liked working from home. (laughs of contained satisfaction)

BARBARA

276. Yeah, we know. (laughs)

MANUEL (KIDDING)

277. Oh, how I suffer from going to the office. (laughs)

Commented [a187]: D Vulnerability; D1 Exposure (risk perception, protective behaviour, motivated by protection of those more vulnerable)
D Vulnerability; D2 Resistance (perception of lower resistance among other groups)

Commented [a188]: D Vulnerability; D1 Exposure (risk perception, protective behaviour, motivated by protection of those more vulnerable)
D Vulnerability; D2 Resistance (protective behaviour)

Commented [a189]: D Vulnerability; D1 Exposure (risk perception)
(protective behaviour)

Commented [GS190]: C Quality of Life; C2 Work/Livelihoods

Commented [a191]: B Changes in mobility; B1 Change of residence/ workplace/ education
B Changes in mobility; B4 Immobility/ work, study from home
C Quality of life; C2 Work/ livelihoods
C Quality of life; C3 Education
C Quality of life; C5 Future expectations
D Vulnerability; D3 Resilience (build back better)

Commented [GS192]: C Quality of Life; C2 Work/Livelihoods

Commented [a193]: B Changes in mobility; B4 Immobility/ work, study from home
C Quality of life; C2 Work/ livelihoods
C Quality of life; C5 Future expectations
D Vulnerability; D3 Resilience (build back better)

Commented [GS194]: C Quality of Life; C2 Work/Livelihoods

1:04:49 PEOPLE TALKING AT THE SAME TIME (INAUDIBLE)

ANNA

278. I'm from HR (Human Resources), okay? (everyone laughs)

MANUEL

279. Anyway, you get used to it. I guess it's better to go outside. (laughing)

ANNA

280. It's only twice a week.

MANUEL

281. But it's a question of privilege too, right? Those who work with other employment profiles don't have this opportunity.

BARBARA

282. Oh people, how can you have the head to do two, three things at the same time? I would be completely out of my mind. I was dragging my feet at work, dragging my feet with university studies. It was such a stress that I couldn't fit any other thing in. I didn't have this spirit of productivity; I had this thing of waking up every morning and crying in the fetal position all day in the bathroom. (all laugh)

MEDIATOR (TURNING TO FERNANDA AND GABRIEL)

283. And you, has it changed your job or study opportunities?

GABRIEL

284. What I can say more in terms of study because I am doing graduate studies and I am not much in the job market. But research has also improved a lot. In this sense you can connect with more people, there was not so much effort to connect the person and see other places. [Before] You had an event in a university, we went there, it was a more focused thing. But now as you do not have this opportunity [for in-presence events] you had to do it through the Internet. Many seminars are open in colleges for you to attend by Zoom (application for online meetings), to start talking with someone about the bias of research and so on. I think it increased a lot.

FERNANDA

285. I agree with Gabriel, but I think it also made a lot of research unfeasible. I had extension projects that could not continue because of the pandemic. I had to go to the school, talk to the students...

GABRIEL

286. It depends a lot on the area, because I stayed a lot at home, writing on the computer. I don't have to go out for my studies.

MEDIATOR

287. I listened to two interesting points, you are talking about studies, saying that it made it easier to attend congresses and seminars in many locations. I think that the seminars and congresses have reinvented themselves in this period, that before they were not even hybrids, but now they started this online form, you can go to two or three international events that you could not go to before.

288. And also, with regard to studying, what you said is really cool, I will even ask you (Anna). This course you are taking is in Argentina, right? Was it already available online before the pandemic?

ANNA

289. I am sure that I wouldn't be studying if it wasn't possible, because it is a 100% online course from a very good university in Argentina. They have this flexibility that you don't have classes at fixed times,

Commented [a195]: B Changes in mobility; B4 Immobility/work, study from home
D Vulnerability; D3 Resilience (build back better)

Commented [GS196R195]: C Quality of Life; C2 Work/Livelihoods

Commented [a197]: A COVID and health; A5 Mental health
D Vulnerability; D2 Resistance (mental pressure build-up)
D Vulnerability; D3 Resilience (difficulty to build back better)

Commented [GS198]: C Quality of Life; C2 Work/Livelihoods

Commented [a199]: B Changes in mobility; B4 Immobility/work, study from home
D Vulnerability; D3 Resilience (build back better)

Commented [a200]: B Changes in mobility; B4 Immobility/work, study from home
D Vulnerability; D3 Resilience (difficulty to build back better)

Commented [a201]: B Changes in mobility; B4 Immobility/work, study from home
D Vulnerability; D3 Resilience (difficulty to build back better: in person, in situ and empirical studies can be a challenge)

Commented [a202]: B Changes in mobility; B4 Immobility/work, study from home
D Vulnerability; D3 Resilience (build back better)

you have hand-ins every week. It is a lot of responsibility to have these weekly hand-ins, but I can manage my schedule. This (online course) facilitated many things, I couldn't be studying any other way.

MEDIATOR (TURNING TO BARBARA)

290. I remembered something you said in your one-on-one interview, about how your work handled the distribution of tasks at the beginning of the pandemic, the way your employer handled the employees had what impact on the company's productivity?

BARBARA

291. In the beginning there was a productivity "bug" [a spike], because in the first month, it was over quickly. As I worked in a company with very conservative management, we went in every day. We had a well-established hierarchy. They were older managers, not managers who were used to any kind of remote work. So, as time went by, even with the increase in productivity at the beginning, we had no schedule for anything, we were contacted all the time, unjustifiable meetings. Therefore, it started to be terrible, I had a lot of autonomy when I went to work in the office that I lost completely afterwards, the relationship with the managers became very toxic.

MEDIATOR

292. And did you have interaction between colleagues before, did you manage to maintain some kind of interaction when you moved to the virtual environment?

BARBARA (SMILING)

293. We would make coffee, we would agree on a specific time, each one would get a cup of coffee and go into a virtual room, and we would curse the managers. (everyone starts laughing)

MEDIATOR

294. That is, nothing has changed. (laughs)

01:10:32 EVERYONE SPEAKS AT THE SAME TIME

MEDIATOR

295. Now it's another topic for you guys. How are you dealing with this hybrid environment within the company? Are you going to stay in this environment or are you going back to 100% face-to-face?

ANNA

296. Look, I think we can't go back to that, I personally can't go back. Every day of the week (laughs). I think we are now at maximum, it's 2 days a week to listen to people from the team, to share time together and so on. But we have a lot of flexibility too, if someone doesn't feel comfortable they can talk, so it is a very different environment.

BARBARA

297. Completely different.

ANNA

298. It is very different, so I don't think there is this problem, I mean, to go to the on-site is to be something positive, if at some point it becomes negative, it is a conversation that we need to have with this person and understand and everything else, he/she will not be fired.

MANUEL

299. I think some companies have developed policies to better accommodate this. So, for example, even if you go every week, you can have a month of home-office anytime you want. There are many organizations that became 100% online. Then I think they had to make an effort to also meet this demand of hybrid work needs. But Teto has a very territorial work. Then it is very difficult not to develop a design, an architectural work, conversations in the field, educational work, without being in the field.

Commented [a203]: B Changes in mobility; B4 Immobility/work, study from home
D Vulnerability; D3 Resilience (difficulty to build back better: how inclusive are the new models?)

Commented [a204]: B Changes in mobility; B4 Immobility/work, study from home
D Vulnerability; D3 Resilience (difficulty to have trusty relationships at a distance, generate a toxic environment)

Commented [a205]: D Vulnerability; D3 Resilience (difficulty to have trusty relationships at a distance, generate a toxic environment)
A COVID and health; A5 Mental health (the troubles of online living)

Commented [a206]: B Changes in mobility; B4 Immobility/work, study from home
D Vulnerability; D3 Resilience (build back better)
C Quality of life; C5 Future expectations

Commented [a207]: B Changes in mobility; B4 Immobility/work, study from home
D Vulnerability; D3 Resilience (build back better)

So, we also had to remodel the Mutirão [self-help construction work] model, for example, to try to somehow equate going to the territory, but not self-exposing ourselves and especially the communities, while doing a Mutirão. Taking a bunch of external people to the community, who have precarious access to health and so on... It is very risky. So, there were many people who supported the creation of biosafety protocols, for example, to be able to carry out activities in the field.

ANNA

300. Just one last thing, we also had during this last period the [concern with] mental health of our employees, how to open this discussion, open this space to talk about how you are feeling with all this global chaos that is happening. So, I think it had a lot to do with not only adapting the policies that we have as a team but also opening spaces to talk and understand how people are feeling in this change of work and virtual work, how tiring it really is.

ALEXANDRE

301. I have an important question, we talked a little bit about your mode of mobility, how did you adapt, but we also know that the pandemic had phases, right? It had its peaks, moments of great death. A strong initial lockdown, then it relaxed, then everybody died, then it started again, now there is the vaccine... So, looking at the panorama, it is a story in two years. The mobility changes that you have implemented, do you think they will remain? Does it tend to return to what it was pre-COVID, to what extent does it return?

BARBARA

302. I went back to using the subway, the day I go to work I take public transportation. I walk 3 stations, I take the first one that passes by. The subway is very empty, I have the privilege of living in the first station of the line, so I take it very empty and the time it is going to fill up that is when it arrives at Paulista is the same time that I get off, so I don't take the subway full.

ANNA

303. I think there is another thing too, that I've been thinking a lot about the last days... I really want to go back to using the subway for environmental reasons. In the last years of the pandemic it was one of the things that... we talked a lot about when we need to take care of the environment. Which are issues that are not strictly pandemic, but that were a trend in the last 2 years, and I saw many people and many friends talking about that. About how much the car is not good for us and everything else that is it. It is not a literal cause of COVID, but I think that in all these last years, we talked a lot about this. I would also like it to generate change in people's mobility.

HENRY

304. I think that like him (Gabriel), I also started to buy closer to my house. I started to ride my bike a lot and then the commute becomes a place close to your house. In the subway you dive in and get out, right? And then on the bike you discover the businesses. Then I started to shop, some things that I used to eat before disappeared, went bankrupt, disappeared. But I found new ones and then I think this is to stay like that, at least once a week I go to the university by bike.

JULIA

305. That's true, it's nice that you can stop, sometimes I'm riding the bus and I see something, and I think, ah, if only the bus would wait (laughs).

MANUEL

306. I think the transportation for me is a little bit similar to before. I take the bus and so, I've always been kind of a public transportation enthusiast, so I like the buses and so on. But I think I move less because... you go ahead order food on the app. I don't know, things that you start ordering more and you avoid going out of home. You can buy food, so going to a restaurant is very rare. I order out and eat at home. I stopped moving a little bit, but in relation to modals I think in my case it will be a little bit normal.

Commented [a208]: Interesting point about fieldwork with vulnerable communities

Commented [a209]: A COVID and health; A5 Mental health
D Vulnerability; D2 Resistance (support at the workplace)

Commented [GS210]: C Quality of Life; C2 Work/Livelihoods

Commented [a211]: B Changes in mobility; B2 Change of transp. mode
D Vulnerability; D3 Resilience (going back to previous behaviour, business as usual)

Commented [a212]: B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes)
C Quality of life; C5 Future expectations
D Vulnerability; D3 Resilience (incentive for building back better)

Commented [a213]: B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes, biking)
B Changes in mobility; B3 Change in distance
C Quality of life; C5 Future expectations

Commented [a214]: B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes)

Commented [a215]: B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes)

Commented [a216]: B Changes in mobility; B4 Immobility/work, study from home

Commented [a217]: D Vulnerability; D3 Resilience (going back to previous behaviour, business as usual)

1:17:25 ALEXANDRE

307. Let me expand a little on this, you stopped moving a little, nice, but do you think this is a restriction to the problem or you simply changed your mode and are satisfied with this?

MANUEL

308. I thought it became comfortable to order food at home. I'm using the food example, but I don't know, [my girlfriend] orders from the pharmacy, the market... for those small things, maybe micro mobility of everyday life: you reduce it. This is an effect that will probably stay that way. I've spent more with Uber and so on, but I don't prioritize so much anymore, I can take the subway.

Commented [a218]: B Changes in mobility; B4 Immobility/ work, study from home

Commented [a219]: Attitudes again

BARBARA

309. Are you also investing in leisure?

ALEXANDRE

310. Yes.

BARBARA

311. One thing I didn't do before the pandemic, because I hated it, was traveling by car. You know, long distances, very far.

Commented [a220]: B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes)

MEDIATOR

312. What is too far away?

BARBARA

313. Too far away... Gramado.

ALEXANDRE

314. In Rio Grande do Sul.

MEDIATOR

315. It is far away.

BARBARA

316. The first year in 2020, instead of traveling by plane and everything else, we wanted to do an end of the year trip, which we did. Me and my partner did it by car. I hated it, I always hated to drive long distances so I was very patient and the only way was by car. We wouldn't get in any kind of public transportation and we went down (going south) and stopping. We went down and stopped and stopped until we got to Gramado and then we rented an Airbnb that had a kitchen, so we didn't have to eat out. We made a huge purchase [of groceries] to last us the whole trip and we went in the car, then we stopped and cooked, visited the places with masks, carefully and then we came back.

Commented [a221]: B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes, driving)

C Quality of life; C4 LEISURE

D Vulnerability; D1 Exposure (travel behaviour)

D Vulnerability; D3 Resilience (seeking to adapt behaviour despite the crisis)

MEDIATOR

317. You left here (São Paulo) went to Gramado and came back without stopping at a hotel?

BARBARA

318. Yes, we only stopped on the way in AirBnBs that had kitchens. We grabbed what we were going to eat and went. We went to a beach, with a mask, just after passing Santa Catarina....

MEDIATOR

319. Torres

BARBARA

320. Yes, and last year we did it again, but we went to Minas Gerais. It is something that I was not going to do before, you know? I would never say "Can you imagine that I would be 8 hours inside a car?"

MEDIATOR

321. Discovered the road trip. (everyone laughs)

BARBARA

322. Yes, exactly, I discovered that it's a cool thing, that it will stay.

INÊS

323. In college I realized that several professors that before would never have the possibility to give us a class or a lecture, started to do so. There was a professor from Rio Grande do Sul, from Portugal...

JULIA

324. Another one was in France.

INÊS

325. Yes, and students from other states attended. Probably years ago, they would have given up coming to FAU. But since they had an extra year to plan, several came, in a much higher frequency than in other years.

MEDIATOR

326. That's great, so you had access to a more diverse education.

JULIA

327. It was much more comprehensive.

MEDIATOR

328. Receiving a teacher from Portugal, from the south, very nice.

INÊS

329. They put computers in the studios, so you can have meetings with people from other states at the meeting. I don't know if it was common before.

FRIDA

330. No, we were waiting for funds to bring them here in person.

INÊS

331. It is much easier to have a meeting like this, right?

MEDIATOR

332. Hi, you [Frida] were going to talk, right? Everyone spoke at the same time, sorry.

FRIDA

333. That's ok, I was cut her off (Inês). I was going to say that for me the bicycle will stay. I'm starting, it's been three months, for leisure use and everything else. I'm experimenting, seeing the city in another way, for me this is much nicer than practicality. It's this opportunity to see the city as a cyclist, not only as a pedestrian or on the bus, on the subway.

JULIA

334. In the subway you don't see the city, it starts there (laughs). Just people's faces.

Commented [a222]: B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes, driving)
C Quality of life; C4 Leisure
D Vulnerability; D1 Exposure (travel behaviour)
New behaviour that sinks in

Commented [a223]: C Quality of life; C3 Education
D Vulnerability; D3 Resilience (build back better)

Commented [a224]: C Quality of life; C3 Education
D Vulnerability; D3 Resilience (build back better)

Commented [a225]: C Quality of life; C3 Education
D Vulnerability; D3 Resilience (build back better: digitalizing education)

Commented [a226]: B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes, biking)
C Quality of life; C4 Leisure
C Quality of life; C5 Future expectations
D Vulnerability; D1 Exposure (travel behaviour)
New behaviour that sinks in

Commented [a227]: B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes)

FRIDA

335. And the bicycle, I'm increasing its use. For those who know how to use it like Henry, going to college, to work, who knows. To go to university, for sure, because as I live on campus, going to the university is easy. But to work, who knows, maybe in the future. But I still use public transportation, this hasn't changed. Only at the very beginning of the pandemic I was quiet at home.

GABRIEL

336. I started to walk a lot more than I was walking. They talked about bicycles, but I was walking, I always take the bus and the subway. Then I realized that there are many things that you can do on foot that you do by bus. But I am more inclined to walk now, to see new places and so on. And even what she spoke about the environment (Anna) and such, I know that walking is better, it doesn't use gasoline... But it is a habit that is very ingrained, and it is difficult to change. You are used to it, comfortable, then you had this shock, you must start walking and now that you are used to it. At least for me, I no longer feel like stopping to walk around the city.

MEDIATOR

337. And walking around the city is like Julia?

GABRIEL

338. It's complicated (laughs)

EVERYONE TALKING TOGETHER

MEDIATOR

339. It's really cool, that's it. To give you an idea, I don't know how many kilometers we walked, but we walked from Vila Madalena to here.

ALEXANDRE

340. We went to Ibirapuera (Park) walking, then we took the Uber to MASP (Modern Art Museum of São Paulo) and from MASP we came here walking.

JULIA

341. Ah, it's a "pernada" (long walk).

MEDIATOR

342. I don't know how many kilometers it is, but I think you earned it. (laughs)

GABRIEL

343. Something that I would never do before, but I would do now: I live about 40 minutes walking from Ibirapuera. I like to go there and remain there walking, but I didn't go there by walking. Now, on Sundays, the Rebouças Ave. (Avenida) closes and I just walk there. I would never do that before, now it has become a habit that I think is cool.

MEDIATOR

344. Alexandre, is this what you wanted? People, I'm going to finish too, everything is already written down, mission accomplished. (laughs)

345. I would like to thank you for your participation, it will be very important to count on the material you provided us, it was very rich. The nice thing about these experiences is that we end up being surprised, we start thinking about something, here are the people (pointing to the fieldwork team) that won't let me lie, and we end up being surprised along the way. It's like a little tree that blossoms. Many cool experiences, you are very special. Each one of you has a different trajectory, but I found it very nice to have had the opportunity to talk to each one of you. Except for you (pointing to Fernanda) that I am just getting to know you now (everyone laughs). but I think this was very nice and I hope that from now on

Commented [a228]: B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes, biking, different destinations, different modes)
C Quality of life; C5 Future expectations
D Vulnerability; D1 Exposure (travel behaviour)
New behaviour that sinks in

Commented [a229]: B Changes in mobility; B4 Immobility/work, study from home

Commented [a230]: B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes, walking)
C Quality of life; C5 Future expectations
D Vulnerability; D1 Exposure (travel behaviour)
New behaviour that sinks in

Commented [GS231R230]: Positive behavior towards a healthier lifestyle btw. That's interesting

Commented [GS232]: Here again, positive behavior changing

Commented [a233]: B Changes in mobility; B2 Change of transp. mode (attitudes toward transportation modes, walking)
C Quality of life; C5 Future expectations
D Vulnerability; D3 Resilience
New behaviour that sinks in

you will develop more, be happier, go back to Corrientes, but stay there longer, enjoy the university, now that you are returning to the classroom (laughs), ride a lot of bikes, walk, go over these 3km Julia, you will make it (everyone laughs), believe in your potential.

346. Thank you very much to everybody and I hope that as soon as we have the article ready, the material ready, we will get in touch to talk to you again, so good 2022 to everybody. (applause)

1:26:05 END OF SESSION