



ТЕОРІЯ І МЕТОДИКА СОЦІАЛЬНОЇ РОБОТИ
ТА СОЦІАЛЬНОЇ ОСВІТИ

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***ЗАПРОВАДЖЕННЯ ЕЛЕКТРОННИХ СОЦІАЛЬНО-ПСИХОЛОГІЧНИХ
ПОСЛУГ ДЛЯ ВРАЗЛИВИХ ВЕРСТ НАСЕЛЕННЯ***

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***Анотація.** Наукова робота присвячена дослідженню стану інформаційно-цифрових технологій для забезпечення соціально-психологічної допомоги вразливим категоріям громадян. З'ясовано, що під час воєнного стану дистанційні школи надають безоплатний доступ до навчання; командою Міністерства освіти і науки України підготовлено перелік шкіл і організацій, які можуть допомогти дітям і сім'ям. Досліджено, що новим викликом і водночас життєвою необхідністю є процеси цифровізації усіх сфер життєдіяльності, в тому числі соціально-психологічної сфери. Описано складові соціально-психологічної допомоги.*

***Ключові слова:** цифровізація, дистанційне навчання, цифрові ресурси, соціально-психологічна допомога, вразливі категорії, воєнний стан, Україна.*

***IMPLEMENTATION OF ELECTRONIC SOCIAL AND PSYCHOLOGICAL
SERVICES FOR VULNERABLE SECTIONS OF THE POPULATION***

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Abstract. Family members, parents and caregivers are an important source of protection and emotional support for children. Children separated from their loved ones, during a crisis event, find themselves in an unfamiliar place, surrounded by unfamiliar people. They are often very frightened and unable to correctly assess the risk and dangers around them. Reuniting unaccompanied children, including teenagers, with their loved ones is an important first step. If the children are with their parents, you should try to support the adults in taking care of the children. People who may face discrimination and violence in a crisis situation. This category includes women or members of certain ethnic groups, in relation to whom there is an increased risk of discrimination or violence.

Svitlana Roiz explains that during the sound of sirens, the child's auditory channel of perception is under a special load, so it needs to be «occupied» with something. To do this, you can sing in chorus, shout slogans against Utiputin and the Russian army, listen to audio fairy tales and music with headphones, take a guitar with you and arrange a concert for everyone.

In order to provide psychological support to citizens of Ukraine who suffer from the consequences of Russia's armed aggression, the free online psychological help platform «Tell me» works around the clock. The project is implemented with the support of the Office of the President of Ukraine, the Ministry of Health and the Institute of Cognitive Modeling.

In addition, the team of the Institute of Cognitive Modeling in cooperation with the Department of Medical Psychology, Psychosomatic Medicine and Psychotherapy of the Bogomolets National Medical University and specialists of the «Friend» project developed a psychological first aid bot. The bot also contains recommendations for maintaining psychological health.

Keywords: digitalization, distance learning, digital resources, social and psychological assistance, vulnerable categories, martial law, Ukraine.

Problem statement in a general form and its connection with important scientific and practical tasks. The situation that Ukraine is going through is beyond normal human experience. It caused a significant disruption of people's daily life, harm to their health, great human losses, significant material damage, etc.

Mental trauma in people who have experienced extraordinary events has different depth and complexity. It depends on many factors, such as: the age of the victim, the degree of involvement in the emergency, life and professional experience, psycho-emotional status and the ability to control one's emotional states, the presence or absence of support from the closest social environment, etc [2].

Children and adolescents who have separated from their parents or guardians, first of all, need care from others and help in meeting basic life needs. They especially need protection from violence and exploitation.

Crisis events destroy the usual world of children and adolescents, which consists of familiar and close people, the usual environment and living arrangements that gave them a sense of their own security. Crisis-affected children are at risk of sexual violence, abuse and exploitation, which are more common in the chaotic environment of large-scale crises.

Analysis of recent research papers and publications. The following researchers paid attention to the issue of providing digital social and psychological services: M. Repetska, V. Kokhan, M. Petrova, N. Terletska, D. Rusnak, V. Polarna, V. Ryabets.

The purpose of the article is to find out the state of digital resources for providing social and psychological assistance to vulnerable categories of citizens.

Presentation of the key points of the study with a full justification of the obtained scientific results. In a broad sense, socio-psychological assistance, according to the definition of Y.P. Dubinina, is «... this is a field of work, the main goal of which is to provide primary psychological assistance, social support to people who are in a difficult life situation and the organization of a set of conditions for the productive adaptation of a person in changed living conditions» [1, p. 51].

«In a narrow sense, socio-psychological work is the activity of a specialist, aimed at restoring the lost socio-psychological balance, at finding the resources of the individual and the resources of the social environment to overcome difficulties in the life situation. The main tasks of social and psychological assistance are to expand the range of social and personal resources of a person to independently solve emerging problems, overcome difficulties, actualize his creative, intellectual, personal, spiritual and physical capabilities, necessary for getting out of a crisis state, stimulating self-respect and self-confidence» [3, p. 82].

The experience of chronic traumatization in childhood, causing numerous neurobiological disorders and negatively affecting the psychosocial development of the child, makes it prone to the secondary development of a number of psychiatric disorders in childhood, adolescence and adulthood, in particular behavioral disorders, affective disorders (depression, suicidality), anxiety disorders, abuse of psychoactive substances, personality disorders, eating behavior, etc.

Psychologist Kateryna Holzberg on her Facebook page [6] advises «...it is necessary to talk to the child about the situation that is happening. The adult who is the most calm should talk to the child. Before talking to a child, an adult should calm down so as not to harm the child».

If you are communicating with a teenager, it is also very important to teach them where to look for verified information and share sources for finding it. After all, as the psychologist explains, under the influence of stress, teenagers, who are usually good at finding information on the Internet, now find it difficult to find verified information about everything that is happening and to understand the situation, because emotions suppress the neocortex (the part of the brain that is «responsible» for logic).

1. Demonstrate reliability.

An adult needs [7] «... to demonstrate reliability: it is worth telling the child that you will do everything to protect yourself and him from danger, and that our army is on guard and will fight back. For a pre-adolescent child, words of protection and safety can be reinforced with a hug. Teenagers, on the other hand, can perceive hugs as weakness».

2. Discuss the rules of «civil defense» with the child.

It should be explained to the child [6], «... that now it is very important to obey the elders - the teacher, father, mother, not to argue with adults and to follow the one who is responsible for safety».

Also arrange and teach the child where he can meet you or other relatives, where to hide if the mobile connection is lost.

3. Play games, perform calming exercises with the child

4. Perform panic attack exercises

On its Facebook page, the UNICEF International Fund published Svitlana Roiz's advice on how to act in case of a panic attack [7].

5. «Occupy» the child's audio channel with something

Svitlana Roiz explains [7] that during the sound of sirens, the child's auditory channel of perception is under a special load, so it needs to be «occupied» with something. To do this, you can sing in chorus, shout slogans against utiputin and the russian army, listen to audio fairy tales and music with headphones, take a guitar with you and arrange a concert for everyone.

6. A few more things to distract the child.

- Hug [6] the child, joke with him.
- Give the child warm drinks, feed him something tasty.
- Do routine tasks with your child.
- Turn on cartoons, series, tell fairy tales, stories, read aloud to children.

7. Explain to the child the importance of being together and helping each other.

Psychologist Svitlana Roiz writes [7] that it is necessary to explain to the child the complexity of the situation, to explain that what we were afraid of happened, so it is important to be together and help each other.

8. Entrust the child with a difficult task that is responsible for him.

Svitlana Roiz advises [7] to entrust the child with the responsibility that is within his power – for example, entrusting the child with the task of following a toy.

Our psychologists also recommend assigning a certain function or role to the child. For example, you can ask a child to create a fairy tale about a certain character, imagine himself as a journalist and conduct a report on an event, etc.

Acceptance of a responsible task, role or function can also be used for self-regulation in adults.

9. Allow the child to release hatred and anger.

Psychologist Viktoriya Gorbunova explains [10], «...that now both adults and children show anger (hate, swear, shout) is a healthy reaction. Therefore, adults need to allow themselves and their loved ones, including children, to do this. It should be done in a playful way. You can use the game «Angry Beaver» (invent an evil animal and behave as we think this animal might behave. Then turn into a good animal. Then – into a person) or scream into a «screaming bag» or a cup. But after releasing hatred and anger, you should switch to something good and positive: hugs, warm tea, kind words to each other».

Tears and crying are also normal in this situation, so let your child cry. After emotional release, it will be easier for the child to fall asleep [10].

In order to provide psychological support to citizens of Ukraine who suffer from the consequences of Russia's armed aggression, the free online psychological help platform «Tell me» works around the clock. The project is implemented with the support of the Office of the President of Ukraine, the Ministry of Health and the Institute of Cognitive Modeling.

In addition, the team of the Institute of Cognitive Modeling in cooperation with the Department of Medical Psychology, Psychosomatic Medicine and Psychotherapy of the Bogomolets National Medical University and specialists of the «Friend» project developed a psychological first aid bot [4]. The bot also contains recommendations for maintaining psychological health [5]. The leading open online platform United Ukrainian University (UUU) can provide [3] a helpline to all institutions to help them use the offer in an organized manner and set up the registration process and possible adaptation of courses [2].

Together with partners, the Ministry of Education and Science of Ukraine launched a number of projects, such as [2]:

1. NUMO online kindergarten with video lessons for children aged 3 to 6 years. The first issue is available for viewing on the MES and UNICEF YouTube channels and on the MEGOGO and VoliaTV platforms;

2. «Learning without borders» is a joint educational project of the Ministry of Education and Science of Ukraine, the Ministry of Culture and Information Policy, the Ukrainian TV channels PLUSPLUS, «Pixel» and the regional channels of the Public Broadcaster, as well as online television platforms MEGOGO, Kyivstar TV, 1+1 video, sweet.tv, VoliaTV;

3. The Ministry of Education and Culture together with Google Ukraine created the All-Ukrainian online schedule for students in grades 1–11;

4. Anyone can use the «All-Ukrainian School Online» platform, which contains video lessons, notes, test tasks, as well as the Teacher's Office, which helps to stay in touch with students; For convenience, a mobile application has been developed, and the Youtube channel of the Ministry of Education and Culture contains information that may be useful;

5. Daily online meetings at 1:00 p.m. and 8:00 p.m. with certified psychologists of the Association of Innovative and Digital Education;

6. The Ministry of Education and Culture, in cooperation with a child psychologist, prepared a series of informational materials «Psychological care from Svitlana Roiz»;

7. Educators and child psychologists, with the support of the Ministry of Education and Science, launched the telegram channel «Support the child»;

8. A children's informational comic on how to behave during martial law was developed – a collection of informational advice for children and their relatives;

9. Through the appeal of education seekers to the whole world, the Ministry of Education and Culture unites in the «Voice of our state today».

For preschoolers [6]:

1. Kindergarten online – a new project from the Educational Hub [13];

2. Mr.Leader innovative platform for early child development. Connection is free. To do this, you need to go to the Telegram channel [7] and register using the link [8];

3. Telegram channels «Pavlusha and Java» [8] and Audiokazky [9];

4. For children from preschool age and students up to 6th grade, the Matific [9] platform for learning mathematics from educational experts provides free access to materials in game form;

5. Modern preschool under the wings of protection [7].

Conclusions of the study. and prospects for further research in this direction. Information and digital technologies are extremely important for providing social and psychological assistance to vulnerable categories of citizens. The team of the Ministry of Education and Science of Ukraine has compiled a list of useful resources for adults and children regarding psychological support, training and information. The resources are aimed at helping minor children in difficult wartime situations. In them you can find information on how to shelter a child, what to do in case it is lost or you find it. In addition, there are contacts of the support hotline for children, families and social workers.

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