

A Case Study on the Experience in Social Workers from Day care Center for the Disabled during the COVID-19 Pandemic

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The purpose of this study is, first, to analyze in depth what kind of experiences social workers in day care center for the disabled have in the era of the pandemic. Second, the purpose of this study is to use the results of this study as basic data to understand the experiences of day care center social workers for the disabled in the pandemic era, and to suggest implications for social workers in facilities related to the disabled. To this end, a critical analysis of the experiences of social workers working in a day care center for the disabled located in Incheon Metropolitan City during the pandemic was conducted. It was considered that the case study method was appropriate to understand the experience of social worker activities within a single case of a day care center for the disabled.

Therefore, this study conducted a visit to 6 social workers in day care center for the disabled during weekday working hours of day care facilities for the disabled during the month of August 2021. The daily routines of social workers were experienced and observed together. The in-depth interview was held at the facility office after work hours. The interview was conducted in a quiet office or room,

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Memos were taken while recording the interview. The in-depth interview was conducted twice in total, and each session lasted about 2 hours. Qualitative case studies were conducted and analyzed through in-depth interviews and researcher's participatory observation method. After deriving a semantic unit from the results of analyzing the data collected through the interview of the research participants, the overlapping semantic units were integrated and organized into three themes: 'Operation of facilities for the disabled in a pandemic situation', 'person with Pandemic, person with disability' and 'social worker with disability' were selected. It was classified into 9 super-categories and 18 sub-categories under 3 themes. Based on this, policy and practical recommendations were made for social workers working in day care facilities for the disabled.

Key words: day care center for the disabled, social worker, case study, COVID-19

I . Introduction

Most disabled persons are fully in need of some or all of the assistance from others and this assistance is primarily provided at home. However, as the number of family members shrinks, the load on the disabled grows in the family. As a result, the situation puts pressure on family members. Care centers are required to lessen the burden of caring for the disabled in order to prevent this and secure the social and economic activities of guardians (Kang et al., 2009). In particular, the demand for contemporary daytime care facilities for the disabilities is on the rise. (Seo et al., 2019).

Thus women who were primarily responsible for raising children are no longer solely engaged in domestic labor or child rearing due to the fact that the size of the average family is getting smaller and the number of working women has been increasing amid societal change, and a social support system is desperately needed to meet the all-the-clock protection demands of the disabled (Seol, 2012). In addition, in terms of community integration and rights of the disabled, facilities and welfare services related to day care for the disabled are requested. Day care centers for the disabled have evolved as one method of meeting these demands, and they have recently demonstrated a trend of spreading further.

Previous studies on day care centers for the disabled has focused on five primary areas. The studies were mostly related to “a study on user satisfaction(Joo, 2006). On top of that, a study on the current state of the disabled centers(Park at el., 2000; Gil, 2002), a study on facility’s formation and space characteristics(Park, 2003; Kang at el., 2009), a study on facility’s operation and management (Ryu, 2005), and a study on factors of hindering access to facility(2003) were conducted. Qualitative research on social workers who work in day care centers for the disabled is sparse.

Due to the nature of day care centers for the disabled, mutual cooperation between human service experts in various fields are necessary. Nevertheless, the social workers working experience uncertainty in the field and comparatively difficult to have pride as experts(Baek, 2004; Min, 2010). Furthermore, as the social welfare paradigm has recently shifted toward clients, emphasizing on the disabled’s choice and self-determination, the leadership of professional social workers has been declining as a result of emerging various factors including improved disabled rights and

awareness(Bradley & Knoll, 1995; Choi, 2010; Min, 2010). Social workers who work with the disabled were under more pressure and weariness than other types of social workers when taking the research results(Stav, Florian, & Shurka, 1986) into consideration. Against this backdrop, it is salient to study research the experiences of social workers working at the Day Care Center for the Disabled in the way of qualitative research. Studies on the experiences of workers in various types of welfare institutions or facilities for the disabled, such as stress and exhaustion(Jung, 2004; Shim, 2010; Kim, 2010) were conducted, but there have been few studies on social workers at the Day Care Center for the Disabled.

Although day care facilities for the disabled should prioritize effective infection control policies and stable service provision to prevent and prevent the spread of Corona, the absence of a response system for each institution and the occurrence of gaps due to service interruption, etc. There were difficulties. There was also a lack of support measures due to infection of social workers or facility workers, resulting in a service gap(Lee, S. H. & Lee, B. H., 2020).

In addition, there are few studies that qualitatively analyze the disabled care experience from the perspective of social workers in circumstances where “persons with disabilities and their families who suffered from difficulty in adapting to rapid changes caused by COVID-19 faced confusion and stress”(Courtay & Pera, 2020). Furthermore, this research is required to have a higher understanding of the experiences and perceptions of the social workers at the Day Care Center for the Disabled amid the COVID-19 pandemic.

Accordingly, this study aims to analyze in depth how social workers in

the Day Care Center for the Disabled experience throughout the Pandemic and use the findings of this study as foundational data to better understand the experiences of the workers during the era, as well as to provide implications to workers in disabled-related facilities. The following two study topics were chosen to meet this research goal.

Question 1: What did social workers in the day care center for the disabled experience during the pandemic?

Question 2: How are social workers in the day care center for the disabled coping with the problems and stress of the pandemic?

II . Theoretical Background

1. Day Care Center for the Disabled

Day care services for the disabled are given in certain communities to provide rehabilitation programs and education during the daytime, aiming to lessen the burden of support for their family members and help the family engage in social and economic activities without anxiety(Ministry of Health and Welfare, 2021). Day care services for the disabled in Korea which is similar to the definition of terms in foreign countries are defines

as supporting social activities during the day pursuant to Korea's Enforcement Rules of the Disabled Welfare Act and the Ministry of Health and Welfare's annual guidance on the day care center for the disabled. However, it differs from other countries in that it emphasizes the center's role as "reducing the burden of protection for families with disabilities." This can be interpreted as representing the reality of Korea, in which only guardians or families have no choice but to care all day long for people with the disabled, who have nowhere to go other than day care center, or support their daily lives. In other words, Korea's "day care services" aims at "supporting project to lessen the burden of family care," with actively supporting social activities for the disabled's meaningful daytime life. Nonetheless, recent day care centers for the disabled have been supporting services in a variety of ways that are tailored to the needs of individual users, with the goal of promoting education, cultural leisure activities, and social activities, rather than simply providing protection for the disabled. In this circumstance, it is informed that the notion of day care service for the disabled is quite similar to the concept of daytime activity service based on Article 29 related to day care activity and care support, which is the Act on the Guarantee and Support of Rights for the Developmentally Disabled. The government defines it as a "service that assists persons with developmental disabilities in spending their daytime meaningfully while choosing their own daily activities that they want and taking part in diverse places and institutions with colleagues within the community." In this definition, if the subject to the day activity service, which is for mostly those with developmental disabilities, but including severe brain disabilities, broadens to "disabled" persons who need daytime care service, it will be

close to the concept of daytime care services.

There are 797 day care centers for the disabled nationwide as of the end of December 2020.

<Table 1 > The current status of day care centers for the disabled by region (as of the end of December 2020)

Seoul	Busan	Daegu	Incheon	Gwangju	Daejeon
128	63	51	39	38	46
Gyeonggi	Gangwon	Chungbuk	Chungnam	Jeonbuk	Jeonnam
143	19	21	16	33	27
Ulsan	Sejong	Jeju	Gyeongbuk	Gyeongnam	Total
39	3	26	53	52	797

Day care centers for the disabled, which are one of the facility types needed to be paid separately by local governments under Article 58 in section 1 of the Welfare of the Disabled Act and Article 41 of the same Act's Enforcement Regulation, comply with the guidelines, and its labor costs and management and operation costs are separately paid by local governments. Labor cost support standards are to be paid annually in accordance with the criteria for the payment system for workers in social welfare facilities (welfare centers for the disabled), and the facility's head, social rehabilitation teachers, and technical workers are supposed to be paid based on the director, levels 3 and levels 4 respectively. Alternative personnel may be utilized in the case of a vacancy in manpower caused by private reasons such as childbirth, sick leave, or leave of absence of an employee within the employee's labor cost. To avoid violating the Labor Standards Act, subsidies and payments for labor costs can include overtime

allowances, annual paid leave allowances, severance pay, and four other insurance premiums. Management and operation support is separated into two categories: basic support per center and weighted support for personnel. Basic support per center is 16,000 won per year, while weighted support for staff exceeds 15 individuals is 1,600,000 won per year.

Subsidies for management and operation expenses, in particular, are required in cities, counties, and districts to support with dividing labor costs and management and operation costs. And it is stipulated to support vehicle and vehicle operating costs to ensure to access to the center. Furthermore, educational rehabilitation project charges and rehabilitation aid equipment required for rehabilitation programs and disability education can be supported. On the other hand, one center head and three social rehabilitation teachers are mandatory to deploy one per four disabled persons in accordance with the guidelines and one technical worker can be allocated if necessary for operating facility as well as it can be replaced as social rehabilitation teachers in case of having a concurrent position from other jobs. However, The day care center operating project, is a local transfer project, and the status of labor cost support, labor cost payment criteria (basic salary, allowance, special allowance, and so on), and management cost support vary widely by province.

Ministry of Health and Welfare(2021) has set the necessary matters for the operation of day care centers for the disabled to provide opportunities including activity-focused programs and educational support during the day to disabled who needed assistance with daily and social life in order for their family members to perform social and economic activities without anxiety. The day care center operation project for the disabled is in

compliance with the Welfare Act for the Disabled, the Social Welfare Service Act, and the Subsidy Management Act. The specifications comply with relevant regulations such as the Welfare Act for the Disabled, the Enforcement Regulations of the Welfare of the Disabled, and the Social Welfare Service Act. Day care centers for the disabled should be operated as separate facilities from housing facilities and welfare centers for the disabled. Furthermore, it should contribute to safeguarding human dignity and basic rights for the disabled, to respect their will and options, and to provide systematic and ongoing services to meet the needs of the disabled in the community.

Labor cost criteria for center's heads and project performance staff shall comply with the remuneration regulation established in the 2021 Social Welfare Facility Management Guide for workers in social welfare facilities (welfare centers for the disabled), and the center's head, social rehabilitation teachers, and technical workers are supposed to be paid based on the director, levels 3, and levels 4 respectively. One full-time center head and three social rehabilitation teachers based on the principle that one teacher per four disabled people are mandatory, and one technical worker can be allocated to the center. ◦]All users (including beneficiaries of national basic livelihood security program) are eligible for usage charge; however, for beneficiaries of national basic livelihood security program or the next highest level, some of them may not be collected or may be levied in line with the facility's own operational regulation. The usage charge, which shall be decided following consideration by the Facility Steering Committee, may be used to cover all charges associated with facility operation (labor costs, management operation costs, and so on). The following table summarizes

the key performance projects of day care centers for the disabled.

〈Table 2〉 Project implementation for day care centers for the disabled

Category	Content
Daily life support	Development on self-sufficiency living skills through meal and snack assistance, health care and hygiene management, and daily life training
Leisure activities support	Provision of experience-based leisure activities such as culture, art, sports, leisure, and hobby for meaningful daytime
Education and training support	Support for education and occupational training related to Safety, liberal arts, language, and cognition required for daily life, sex, human rights for understanding rights as a member of society
Community adaptation activities support	Support for activities such as using public institutions and public transportation to develop one's ability as a member of society
Special activities support	Support for activity services in gaining access to new settings and knowledge, such as travel, camps, and anniversary events, and promoting self-development through emotional cultivation
Volunteer development and trainee guidances	Development of volunteers who will work in the centers and assistance with the needs of the disabled, and instruction for social welfare field trainees about the disabled and the social welfare sector
Other	-Provision on transportation convenience for the use of daytime care facilities for the disabled within the authorized range of vehicles, staff, and so on -Consultation with the disabled and their families to identify their requirements and build suitable services, as well as providing various family support services to alleviate the burden of support on their families, and so on

In principal, the use of centers is determined by the application of the disabled. and if there are a large number of disabled persons, self-deliberation should be used, with recipients of national basic living security and severe disabilities (including multiple disabilities) taking precedence. Following the application for use, the selection result is communicated to the disabled in accordance with the use procedure, and when the use is confirmed, a use contract is signed between the facility management, the disabled, and the guardian. The use agreement specifies the contract time, the cost burden such as usage fees, the rights and obligations of users (guardians), the responsibilities and roles of facilities, the contract termination terms, and other required items. A minimum of ten people with disabilities must be housed in each facility.

Day care centers for the disabled give frequent human rights education in order to avoid human rights abuses in advance and to protect users' human rights in the event of human rights violations. Human rights education is provided to the day care employees for at least 4 hours per year, and to the disabled for at least 2 hours per year. Human rights education for the disabled is delivered in a variety of formats and ways (using materials such as individual, picture card, animation, and so on) and in accordance with the nature of the disabled.

Meanwhile, due to the outbreak of COVID-19, people with disabilities experience various inconveniences in their daily life, and it appears that the suspension of use of care services is causing various problems. Due to the prolonged Corona 19, such as the closure of welfare institutions, anxiety among persons with disabilities and their guardians increases, and in the case of families with developmental disabilities, as the time spent at home increases, issues such as violence due to increased care fatigue have been raised (Lee) , S. H. & Lee, B. H., 2020).

2. “N” Day care center for the disabled

The subject of this case study is The “N” day care center for the Disabled(hereinafter referred to as the “N Center”). N center was established in April 2015 in Bupyeong-gu, Incheon-si, and received a facility license. It is run directly by “J” welfare foundation(hereinafter referred to as the “J Foundation”) in Incheon. N center aims to provide the disabled who cannot lead their daily lives without the assistance of their families with opportunities such as education and rehabilitation programs needed to lead a daily and social life during the day by utilizing protective

equipment and professional personnel. Its purpose is to reinforce the disabled's capabilities through professional care services, reduce the burden of protection for family members, enhance the family function through the day care service for the disabled, contribute to changes in homes and communities, and ultimately build social integration. The center is organized into the following groups: the center director 1, the service support team (team leader 1, social worker 2), the operation support team (team leader 1, social worker 1), and the steering committee. The following table shows the current status of center users.

〈Table 3〉 Status of users in N Center

Gender		Age		Type of Disability		Level of Disability			The number of people
Male	Female	20's	30's	Intellectual disability	Autism	Severe disability		Mild disability	
						1	2	4~6	
14	6	18	2	8	12	18	2	-	20

N Center is located on the fourth floor of a building owned by J Foundation(elevator installation) and has one program room, one office, one cooking room, one male and female restroom, and one boiler room in a 395.4m² space. The following table details the center's history.

〈Table 4〉 N center history

Year	History
2015	3. User selection (12 people) and a temporary period of adaptation 4. License of facilities (12 users) 6. Designation as the Social Welfare Volunteer Management Center. 7. Summer Camp (Sokcho, Gangwon-do) 12. End-of-the-year party
2016	5. Human rights education through the Woollim Disabled Independent Living Center

	7. Selection for "Travel + Plus" by the Community Chest of Korea Support Project in Incheon
2017	1. Selection for "Happy New Year's Day" for the Incheon Community Chest of Korea Holiday Support Project 10. Sponsorship of supplies to Incheon Bukwang Church for the disabled's day care center in Bupyeong-gu (treadmill) Selection for the Incheon Community Chest of Korea Holiday Support Project "Rich Autumn Chuseok Festival"
2018	6. Summer Camp (Jeju Island) 10. The Incheon Community Chest of Korea's Chuseok holiday support project "Rich Autumn Chuseok Festival" Support for Kimchi n connection with the GM Korea Employee Foundation's "Love Kimchi Sharing Event."
2019	1. The Incheon Community Chest of Korea's 2018 Chevrolet "Never Give Up!" Campaign Selection for social welfare institutions automobile assistance project. Selection for the Incheon Community Chest of Korea Holiday Support Project 3. Changes to the facility's name and representative. 4. Selection for the GM Korea Employee Foundation's external activity linking project 8. Guitar club-linked Guitar Performance for the Incheon Galsan Middle School "Blossom" 12. Selection for the ChildFund Korea Incheon regional headquarters "Korea GM Social Welfare Agency" Spark Maintenance Support Project
2020	10. Selection for functional reinforcement project and Vehicle (Starex) 11. Selection for the ChildFund Korea Incheon regional headquarters' "Korea GM 2020 Warm Winter Kimchi Sharing" support project
2021	1. Increase in the number of users and recruitment for new users (20 users) Selection for Korean traditional music field by Korea Arts & Culture Education Service welfare institution culture and arts education support project

III. Research Method

The goal of this research is to find out particularly what social workers at day care center for the disabled went through during the COVID-19 pandemic. This is one that can be accomplished by a qualitative rather

than a quantitative approach. In this study, a qualitative approach is more effective to qualitative research seeking interpretation and meaning within the context of the living environment (Ko, 2013, p17) which necessitates observation of social workers' experiences on set of day care center for the disabled.

The case study method is suited for this study, which attempts to understand the experience of social worker activities within a specific case of the day care center for the disabled. As a result, this study conducted and analyzed a qualitative case study for six social workers working in day care centers for the disabled using in-depth interviews and researchers' participatory observation methods.

A case study (Lee, 2009) is an appropriate research strategy for this topic since it analyzes specific problems or characteristics in-depth and precision for a specific group or institution. In case studies, a case is a system with comparably clear limits. In the education field, groups with defined self-boundaries such as schools, classrooms, innovative programs, institutions, unique events or people, social organizations, and institutions, are focused, all of which can serve as case studies (Ko, 2013).

1. Participants in the research

Six social workers who work in the day care center for the disabled took part in the study. They individually contacted study participants, sent a notice of recruitment of research participants, and chose research

participants who wanted to participate after receiving recommendations from specialists from associated organizations. The following table contains information on the study participants who were chosen.

〈Table 5〉 Participants in the research

Category	Gender	Age	Social worker career	Center working period
Participant 1	Female	40's	14 years	7 years
Participant 2	Female	30's	12 years	7 years
Participant 3	Female	30's	8 years	5 years
Participant 4	Female	30's	4 years	3 years
Participant 5	Male	20's	less than 1 year	6 months
Participant 6	Male	20's	less than 1 year	6 months

2. Data collection and analysis

In case studies, extensive and in-depth data are gathered from a variety of sources, including observation, interviews, audiovisual data, papers, and reports (Creswell, 2010). Therefore, using a qualitative case study technique, this study strived to find the meaning discovered in the case of social workers working at day care centers for the disabled through thorough data collecting to participatory observation (Experiencing) and in-depth interviews (Enquiring). In this study, participatory observation and in-depth interview were conducted in a day care facility for the disabled for one month in August 2021. In Experiencing, researchers visited day care centers for the disabled during working hours, experienced

and observed the daily routines of social workers. Enquiring was promoted in the day center office, and interviews were held in quiet offices or cafes with memos taken at the same time that the interview was being recorded. Enquiring were conducted twice in total, lasting around two hours per session. Using a semi-structured questionnaire, interview questions were made flexible and varied based on the interview scenario. The contents of the questions were semi-structured into job stress for social welfare workers caring for the disabled, a comparison between the pre-COVID-19 situation and the current situation, and way to relieve stress.

Despite the fact that the study participants' questions about their experiences in day care centers for the disabled during the pandemic were written in a semi-structured format, the order of questions began with questions about overall experiences or light stories and gradually narrowed down to individual questions. Furthermore, questions about unpleasant or unusual experiences were asked later than other topics.

Enquiring is critical for creating a natural atmosphere in which study participants can speak openly before moving on to full-scale interviews. Thus, the researcher made an effort to reach an agreement by exchanging phone calls and text messages prior to meeting with study participants, visiting the center's website to better understand the study participants, and carefully reviewing guides and introduction materials. The interview process adhered to the Bioethics and Safety Act's Enforcement Rules.

Data analysis in qualitative research refers to the act of methodically evaluating and organizing previously gathered interview transcripts and field record notes so that they can be presented to others (Kim et al., 2018). After gaining permission from the study participants, the recorded

file was frequently listened to and compared with the transcribed material, and then coded, in order to derive the essential subject of the study. Coding is the process of systematizing data by studying words, subjects, and scenarios that arise repeatedly in the data in order to assess the inner structure of the event under study and assigning specific codes(Cho, 1999). Following a tentative analysis, the validity of the study was ensured through a member check, which presented the contents of the analysis as well as the original data to the study participants. The member check were undertaken in the form of interviews, and the data gathered during the interviews was used for further tentative analysis, which was repeated throughout the study process. In other words, the analysis's questions were repeated in the same way that they were solved in Experiencing and Enquiring, so that the process of data collection, transcription and coding, provisional analysis and interpretation, and preliminary writing was not completed in a single line, but in a cyclic manner(Cho, 2011b). While reading the interview transcription data over and over, relevant words or phrases containing phenomena were extracted, and the elements linked to the subject were grouped into semantic units and categorized(Creswell, 2010). The research findings were obtained through the use of a sentence-focused listing description method that extracts and evaluates relevant phrases.

Lincoln and Guba (Lincoln & Guba, 1985, p. 243) used the terminologies such as reliability, certainty, transferability, reliance, and verifiability to ensure the study's veracity(Creswell, 2010:281). The consistency and validity of research are related to the reliability of research necessary in qualitative research (Kvale, 1998, p.312). Creswell proposed

the following for the validity of qualitative research:(Yoo, Jung, Kim.Y, & Kim. H, 2012, p. 315).

First, it means the extent to which the researcher seeks to truly comprehend the description of the research participants. Second, it refers to the correctness of the study's value, in which the researcher spends a significant amount of time in the research field in order to achieve accurate results. Third, scholars provide validity concepts and strategies based on diverse views and context. Fourth, since the reliability of qualitative research is tied to consistency, it is acceptable to utilize a variety of qualitative research types and approaches.

Researchers have completed two or more courses on qualitative research methods such as case studies. The researcher strived to maintain as much distance from the research participants as possible in order to minimize prejudice about their experiences, and was advised by supervisor on a regular basis in the process of research. Also, researcher's peer observations were conducted to avoid the risk of subjective interpretation of data analysis with effort.

3. Ethical Considerations

Research ethics are to apply the fundamental ethical principles dealt with ethics for a variety of issues relevant to scientific research. As choosing a research topic, many ethical difficulties and issues to address may occur during the process of selecting study participants and acquiring data from

participants required for research. Ethical issues with research participants have been addressed, particularly from the standpoint of protecting subjects. Creswell (2010) suggested that ethical criteria including protecting an individual's privacy, guaranteeing freedom of conscience, mutual trust, and voluntary participation in research be observed due to the fact that an individual's life history can be exposed in detail, revealing details of his daily life.

Hence, this study was examined and authorized (210823-5A) by the Inha University Research Ethics Committee (IRB) prior to proceeding in earnest.

The study participants were explained about the safety and rights of the participants, such as recording interviews, and optional freedom of departure during the study before the start of in-depth interviews were explained and gave the written consent in order to safeguard the ethical elements of them. In written consent was explained about: the inconvenience or risk and profitability of participating in the study, possibility of termination during participation in the study at any moment, confidentiality on personal information, the duration of preservation for transcripts and study materials, statements of all study participants are not used except for the purpose of this study, and the possibility that the research results will be published. It was also explained that the study participants will not experience any discomfort because everything will be the same as usual in class during participatory observation, and that each in-depth interview will take 1 to 2 hours in three methods. Furthermore, document files containing personal information of study participants collected from research data are encoded, anonymised on the researcher's

personal laptop, and kept in a cabinet in the researcher's office (Namdong-gu, Incheon) to prevent leakage.

According to Article 15 of the Enforcement Rules of the Bioethics and Safety Act (Records and Storage of Human Research, and so on.), the collected transcripts and interview transcription records shall be retained for three years from the end of the study before being eliminated. In the case that a research participant decides to withdraw his agreement to participate in the study during the study, the participant must do so vocally or via text message to the research manager and then it will be accepted. If consent is withdrawn, they will be informed that personal information and data shall be immediately deleted.

IV. Results

This study analyzed the experience of social workers at day care centers for the disabled during the Pandemic times through applying qualitative research methodologies. It was described using a combination of "generic structural statements", which are comprehensive descriptions of the whole, and "situational structural statements," which are specific statements regarding the record of the participants. At first, the semantic units were derived from data acquired through interviews with research participants, and then the duplicating semantic units were merged and arranged into 3 subjects, 9 upper categories, and 18 lower categories. The three themes are

“operation of disabled centers in the pandemic”, “person with Pandemic, person with disability”, and “social workers with the disabled”.

〈Table 6〉 Subject, categories, subcategories

Theme	Category	Subcategory
Operation of disabled centers in the pandemic	Relationship with the administrative department	Confusion
		Conflict
	Problems within the center	Deficiency
		Uniformity
	Confusion about the center's identity	Safety
Care		
Person with Pandemic, person with disability	The developmental disabled and Pandemic	Regretfulness
		Sorriiness
	Cooperation between the centers and families	Contract
		Compassion
	Adaption to new rules	Training
Adaptation		
Social workers with the disabled	Vocation and a good job	Pleasure
		professionality
	Response to the new working environment	Exhaustion
		Creativity
	Social workers with the disabled	Comradeship
Community		

1. Operation of disabled centers under the pandemic

In the beginning of COVID-19, participants were required to follow the direction of the district office or city hall rather than solving the problem. As a result of changes in government regulations or social distancing

measures, the use of centers was inconsistent and confusing. There were other issues within the center that arose due to COVID-19, as well as misunderstanding generated by competing safety against contagious diseases and care for the disabled. However, with the prolonged COVID-19, participants concentrated on what they needed to do and worked hard to run the institution and deliver activities and services within it.

1) Relationship with the administrative department

Due to COVID-19, the relationship with administrative departments including district offices and city hall became the first challenge in the operation of disability centers throughout the pandemic era. The above subcategories are divide into confusion and conflict. At the early stages of COVID-19, they awaited the government's guidance and strived to abide by them. However, frequent changes in guidances and public opinion led to confusion in terms of center operation.

Since last year, whenever government guidelines have changed due to COVID-19, there has been a great deal of confusion in centers. It was difficult in the field that we had to close it or operate emergency care services or open it every other day or carry out untact program. The center had little control because guidelines by Incheon or Bupyeong-gu was frequently changed. (participant 2)

On the one hand, it had conflicts with administrative departments and public officials who emphasized quarantine and social distance. The center put emphasis on the distinctiveness of the disabled facilities, but administrative departments intended to apply universal rules. It means that

it already hinted about conflicts.

I feel like public officials are managing and supervising centers only based on guidelines or legislation rather than comprehending the field. The disabled, in particular, should be at the heart of disabled centers, but if the standards are applied literally as they are now, it is nearly impossible to operate the centers. (participant 3)

2) Problems within the center

The centers for the disabled themselves confronted issues that had not been experienced prior to COVID-19. It is about deficiency and uniformity. Deficiency represents a circumstance in which external resources or volunteers did not feel insufficient prior to COVID-19, but the connection was cut off since the COVID-19 outbreak and all of a sudden resources became insufficient.

I never felt disconnected from or unsupported by external resources while running this center. But, since the COVID-19 outbreak, there were no outside volunteers and no deliveries of donations, therefore there was a critical need for help from the past. I reconsidered the significance of outside assistance. (participant 2)

When operating the program, it is at risk of facing uniformity. As a care program is planned for the disabled with untact and social distancing, safety and quarantine have taken precedence over all other values. Multiple approaches applying and program planning were required in the field, but it was too much for social workers who were focused on emergency care on

a daily basis.

I carried out a project that received foreign assistance, and all 35 sessions were held virtually. I took a program and shared it on my YouTube channel with users and guardians. Although the program ran on schedule, it was a little unusual because we couldn't instantly tell if the users were paying attention. (participant 1)

It is unfortunate that a variety of programs are decreasing. The activities and programs for the disabled are getting simplified because quarantine and social distancing have become the most prioritized value. (participant 4)

3) Confusion about the center's identity

During the Pandemic, the day care center for the disabled is forced to choose between the two non-exclusive values: safety and care. It is still a challenging task to meet both values, even though taking care of them safely is the most crucial thing.

The day care center for the disabled is a facility that is supposed to assist users with their everyday life, but I felt bad that they had to follow the designated program and movements in the end since the outbreak of COVID-19.

I think it is right to protect the disabled safely from COVID-19, but care services seem to be behind since quarantine is considered more important.

Due to social distancing, we should do the program only that helps quarantine activities and visit the center every other day. I've come to

think that caring for the disabled is most crucial thing for a day care center for the disabled like us. (participant 2)

2. Person with Pandemic, person with disability

It is confusing to run a day care center for the disabled against the COVID-19 threat. However, among them, there is a person whom social workers should take care of. This person should coexist with COVID-19 and live with disability. Social workers looking at the disabled get to feel diverse emotions. Also, caring for the disabled is not only a challenge for the center and social workers, but also a challenge their families and guardians should contribute to cooperating together.

1) The developmental disabled and COVID-19 Pandemic

The developmental disabled who are safeguarded by A day care center should be trained to emit energy and adapt to changing everyday life during working hours. The disabled, on the other hand, complained of irritation as abruptly using the personal masks according to the quarantine guideline, and social workers who saw such disabled people felt terrible and sorry.

Many users gained weight due to COVID-19. It is hard to work out with a mask on and go out because of social distancing. It is important to soundly release the body energy, but they can't do it. (participant 3)

Initially, the developmental disabled struggled to keep their masks on. It was tough to continue with program while wearing a mask, but it is

extremely sorry and uncomfortable to force users who do not like to wear the mask to do so. (participant 4)

2) Cooperation between the centers and families

The uses' guardians who use the day care center want to live freely during the daytime when they are in the center. So, they try to break free from the role of guardian of the disabled. Guardians want to be able to enjoy their contractual rights while using the center. However, according to COVID-19, the center is not open for a certain period of time every day, or its hours of operation are limited, and the relationship with the guardian is shifting.

Among the disabled, there have been numerous cases of violent language and behavior toward social workers. But, there are occasions that the guardians came to us saying my child has a disability and I should understand. It's such an attitude that I'm getting paid for this. At that time, I felt disappointed. It's enough to give sympathy like "is it okay?" (participant 2)

Among the disabled's parents, from when they come to the center, they act like, "It is your responsibility from now on. I don't know." Before COVID-19, when I asked them to do a program together, they didn't like it and they wanted to feel absolutely free during the daytime they are in the center. I understand, but I don't think the center and families worked well. (participant 5)

Prior to COVID-19, there appears to have been limits that day care centers take care of them during the daytime for guardians. However, the

current scenario makes it difficult to divide care along clear boundaries. Above all, it is important for families and guardians to approach centers with a collaborative perspective. As a result, there is now a feeling of affection for one another that did not previously exist.

I delivered an educational package to their houses at the beginning of COVID-19, but I didn't think they liked it because they had to do it at home. From the center's perspective, we tried to continue with the program in some way, but I think the burden on the family was another issue. As the situation worsened, women seem to try to do things at home on their own. (participant 4)

I've always had phone consultation, but I don't think I've ever felt so close to my parents as I do now. Because there are many things that cannot be done in the center, I believe they are trying to find a new breakthrough at home. (participant 1)

3) Adaption to new rules

The developmental disabled needs their own time to adjust to new rules. COVID-19's exceptional situation is requiring the disabled to adjust to a new way of living. Personal hygiene and quarantine management are making the disabled adjust to their new surroundings.

Most of the developmental challenged had their own set of rules, but there were many users who were stressful about hand disinfection or checking body temperature on a regular basis. It's something else than the rules you've established. (participant 2)

As I pay more attention to quarantine, I get more sensitive, and I get to tell users repeatedly, "Pull it up." There appears to be some exhaustion as a result of something that did not occur prior to COVID-19. They now automatically pull up masks simply by calling out the names of them. (participant 3)

3. Social workers with the disabled

Social workers are not jobs that add value. Social workers use themselves as raw materials in order to provide services to others. They picked this work not out of a religious calling or a desire to live in an ideal society. Rather, as with prior occupations, they came to the present because they enjoy what they are doing. Of course, tiredness can come as a result of the protracted COVID-19 situation, but attempts are still being done to create the location you are in a better community by discovering new ways and fellowship with colleagues you work with.

1) Vocation and a good job

When introducing yourself as a social worker with the developmental disabled, most people's reactions are similar. "You have a strong sense of mission?" "Hey, you're doing a great job," but what I felt while interviewing social workers at A day care center was not because of a big sense of mission or a vaguely wonderful thing, It is done because it is enjoyable to interact with the disabled. And the pleasure is more than just a game. It is a joy of self-realization. This joy is the driving force behind one's professional endeavors as a social worker.

Some people think I have a strong sense of mission, but I don't. Rather, I don't believe that welfare for the disabled can be accomplished with a sense of mission. I enjoy the moment with the disabled. Someone who enjoys this moment can do this work. (participant 6)

Some people around me said, "You're doing a good thing." It's a good thing, but I'm not doing it because it's a good thing, right? It's a definite job for me. I'm trying to become more professional in my job. (participant 4)

2) Response to the new working environment

In the Pandemic era, it is not easy to survive day to day as a social worker at a day care center for the disabled. They also experience a great deal of tiredness in it. Weariness was partly treated by group activities such as meals and workshops, but even this is also difficult owing to social distancing. Now, social workers have no choice but to abstain and take care of themselves before they become completely exhausted. Surprisingly, the creativity of social workers derives from this.

I haven't had a business dinner with any of the employees who work at the same center since last year. Several people are unable to eat together due to quarantine regulations. Employees can de-stress by attending corporate dinners, but these occasions are insufficient. (participant 5)

I got a job after COVID-19, so I'm not sure how things were before COVID-19. But one thing for sure is that I believe I will have grown even more with the experience at the end of COVID-19. Because I think I've figured out how to deal with burnout on my own. (participant 6)

One time, I got home and I didn't want to do anything. It was like a burnout. Despite my weariness, a virtual program with users came to my mind. And I thought that I could run a program from home. (participant 4)

3) Social workers with the disabled

Social workers who work with the disabled develop strength and comfort by staring at one other. Despite the fact that COVID-19 is subject to numerous constraints, they share a sense of camaraderie through working and living together.

I didn't have a business dinner or workshops due to COVID-19, but there are numerous moments when I am grateful to the employees that go to work every day. I think I am comforted by my colleagues who go to work every day and work with me face to face. (participant 1)

Centers that were previously divided into social workers and users are now striving for a sense of community. The sense of camaraderie that comes from working together to overcome COVID-19 is huge strength.

Previously, the cook made meals. So I just ate and prepared for the following task when I had time, but now I'm preparing for meals and snacks together with them. So I came to mind that it is a community where employees and users share meals. I believe that if we work together, we can overcome anything. (participant 2)

V. Conclusion and Suggestion

The goal of this study is to better understand workers and users of the centers with disabilities who are infected with COVID-19 through the experiences of social workers in day care centers for the disabled during the Pandemic era, as well as to explore the future of welfare for the disabled. For this, an in-depth examination of the experiences of social workers working in a day care center for the disabled in the Incheon area during the Pandemic was carried out. Participants reported uncertainty as a result of having to follow the inconsistent guidelines of the district office or city hall in the early stages of COVID-19, internal facility problems, and conflicts between care for the disabled and safety as a result of the analysis. With the prolonged COVID-19, however, participants concentrated on their duties and contribute to operating facilities as well as deliver programs and services. In the meantime, prior to COVID-19, they did not feel under-resourced in terms of external resources or volunteers, but since the COVID-19 outbreak, they suddenly felt insufficient, and they were in risk of running a uniform program.

As they designed care programs for the disabled through untact and social distancing, safety and quarantine became the main priorities, and it was tough for social workers who focused on emergency care day by day to develop varied programs. This external experience can be considered a stress factor for social workers, which is consistent with prior research that found that overwork and difficulties in problem solving increase occupational stress. Furthermore, during the Pandemic era, the day care

center for the disabled faced a tough dilemma in which they had to choose between the opposing principles of safety and care.

Moreover, when the disabled utilizing the center complained of irritation as abruptly using the personal masks according to the quarantine guideline, and social workers who saw such disabled people felt terrible and sorry. Guardians of users who use the day care center must approach each other with the intention of partnering with the facility, and they must also have an affectionate heart for one another that has never existed before. It also forced the developmental disabled to adjust to a new atmosphere of strict personal hygiene and quarantine management.

Social workers, like other jobs, state that they came to the present because they enjoy what they are doing now and it gives them the joy of self-realization. There are moments when the prolonged COVID-19 brings exhaustion, but they continue to strive to make their workplaces better communities by discovering new methods to collaborate and fellowship with our coworkers. Social professionals, on the other hand, endure significant and deep tiredness while doing their jobs, which cannot be released with meals or workshops, as was the case prior to COVID-19. As a result, social workers have little choice but to restrain themselves and be cautious before they run out, and in this situation, social workers' creativity has soared.

Social workers are encouraged and comforted by one another, which is related to Hong Eunhee (2010)'s study, which showed that social worker peer relationships had a favorable effect on emotional tiredness and reducing personal achievement.

Despite the various limits caused by COVID-19, it is akin to feeling

comradeship through collaborative work, and users are also seeking for a community with social workers. Such a sense of community and experience is extremely cheerful in combating the pandemic, which necessitates active support and appreciation for social workers in daycare centers for the disabled.

We would like to make a suggestion based on the above-mentioned research results.

First, for the operation of facilities for the disabled in a pandemic situation, it is necessary to guarantee the autonomy of the facilities along with clear guidelines for social welfare facilities. It was difficult to provide programs and services that reflect the characteristics of the disabled using facilities due to the unclear guidelines and literal application of the administrative department. The initial challenge caused by COVID-19 was the administrative department's ambiguous guidelines and literal application.

As a result, providing programs and services that matched the peculiarities of the disabled who used the center proved difficult. Now, new guidelines for lifted social distancing will be developed, not recommendations that are confusing, but regulations that are clear must be developed. And centers should be provided autonomy in the application of guidelines. Social welfare institutions should be granted professional discretion in evaluating based on the situation of front-line social workers as horizontal and loose organizations rather than vertical organizations (Han & Kim, 2019).

Second, a system for caring for the disabled with the pandemic should be prepared. Prior to Corona 19, there were active discussions about caring

for the disabled centered on community care, but now that quarantine is the top priority, the talk about building an integrated system seems to have gone down.

Before COVID-19, discussions on caring for the disabled were based on community care, but now that quarantine has become a primary priority, the concept of developing an integrated system appears to have faded. Technological breakthroughs such as IoT and ICT should be used to provide untact program participation and care services for the disabled. Furthermore, in order to establish disaster governance (Han & Um, 2019), it is vital to listen to the suggestions and to collaborate organically in home-centers-communities to care for the disabled.

Third, it should be able to lead the growth of social workers who are engaged in facilities for the disabled with the disabled. The raw material of social welfare services is social workers, that is, people. Even in the unprecedented situation of COVID-19, they should choose to be with the disabled and help them grow as if they were doing their best.

With COVID-19, social workers at front-line social welfare sites, including the disabled's centers, tried their best in quarantine and care, but it was difficult to hear that sufficient compensation was provided. In contrast to Korea, Germany paid COVID-19 bonuses to caregivers (Kim, 2020). Social workers, or individuals, are the raw material of social welfare services. The Social Welfare Association and the administration should do their utmost to grow them, just as they choose to be with the disabled despite the unprecedented situation of COVID-19.

This study has limitations as follows. as a case study, the analysis results cannot be generalized because only one case of a day care center for the

disabled was analyzed. To comprehend the experiences of workers at disabled-related institutions during the pandemic era and to propose a direction for welfare in accordance with the living with COVID-19 scheme, it is vital to examine a broader range of facilities and centers and think comprehensively through their experiences.

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팬데믹 시대 장애인 주간보호시설 재직 사회복지사의 경험에
관한 사례 연구

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본 연구의 목적은 첫째, 장애인 주간보호시설의 사회복지사들이 팬데믹 시대에 어떤 경험을 하는지 심층적으로 분석하는 것이다. 둘째, 본 연구 결과를 통해 팬데믹 시대에 장애인 주간보호시설 종사자들의 경험을 이해하기 위한 기초자료로 활용하고, 장애인 관련 시설의 종사자들에게 시사점을 제시하는 데에 있다. 이를 위해 인천광역시에 위치한 한 장애인주간보호시설에서 종사하는 사회복지사들이 팬데믹 시대에 겪은 경험에 대한 사례를 심층적으로 분석하였다. 장애인 주간보호시설이라는 단일 사례 안에서 사회복지사 활동의 경험을 이해하는 것으로 사례연구 방식이 적합하다고 보았다.

이에 본 연구는 2021년 8월 한달 동안 장애인 주간보호시설 재직 사회복지사 6명을 대상으로 장애인 주간보호시설의 주중 근무시간에 방문하여, 사회복지사들의 하루 일과를 함께 경험하며 관찰하였다. 심층면담은 일과시간 이후에 시설 사무실에서 진행했으며, 면담은 조용한 사무실이나 카페 등에서 진행하였고, 면담 내용을 녹음하면서 메모

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를 병행하였다. 심층면담은 총 2회 실시하였으며, 1회당 2시간 내외로 진행되었다. 심층면담과 연구자의 참여관찰 방법을 통한 질적 사례연구를 수행하고 분석하였다. 연구참여자의 인터뷰를 통해 수집한 자료를 분석한 결과에서 의미단위를 도출 후, 중복된 의미단위를 통합하고, 정리하여 3개의 주제로 '팬데믹 상황에서 장애인 시설의 운영', 'person with Pandemic, person with disability', '장애인과 함께 하는 사회복지사'를 선정하였다. 3개의 주제 아래 9개의 상위범주, 18개의 하위범주로 분류하였다. 이를 바탕으로 장애인주간보호시설에서 근무하는 사회복지사들을 위한 정책적 실천적 제언을 하였다.

핵심어: 장애인주간보호센터, 사회복지사, 사례연구, 코로나19