

# The Role of Workplace of Supports Life in a Community

Makoto Kawata, Taro Okamura<sup>1)</sup>

1) Department of Occupational Therapy, School of Health Sciences, Niigata University of Health and Welfare

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## Abstract:

It has been considered important that those with mental or physical disabilities live with local residents in communities in which they are used to living. However, when basic social capabilities and adapted capabilities have declined, in order for those with disabilities to live in communities, getting supports from local residents and from workplaces as well as getting medical supports are important. By clarifying the functions required for local workplaces which are actively operating and the correspondence which workplaces are required to deal with outside of time, we investigated what local workplaces can do and the actual use of workplace outside of time as a purpose of future examination. As a result, an average of 23 persons per month used the workplace for consultation and guidance outside of time, to present social skills and as functions for temporary evacuation areas are also known to have been achieved. However, in order to cope up with various problems in life, it was suggested that it is necessary to cooperate and collaborate with medical institutions or social welfare services.

## Introduction

Importance is given to living with local residents in their communities as a maintenance-approach to people with disabilities. However, in order for those people to recover from mental and physical disability, a certain amount of time may

be required, thus there are many cases where they are forced to live on special schools, or to have a long struggle against the disease, and they are forced to live with disabilities without the full recovery. (Or to live with the fixation of disabilities) So in this case, when basic social capabilities and adapted capabilities have declined, the difficulty of carrying out life and the participation and activity to society will be restricted in many cases.

Additionally, in many cases as a characteristic of mental disorder or dementia, it cannot necessarily be said that the condition of the disease in a medical sense correspond adaptability into society. For example, in integrated ataxia, even if the condition of the disease improves in the medical sense, neither personal relations nor group activities may be able to be performed well. On the other hand, work may be actively possible even if there is a condition of integrated ataxia, such as auditory hallucination and common hallucination. For a local resident, it is thought that the difference between a medical improvement and an improvement of medical disability is not recognized. Although corresponding on a medical level is indispensable as for a disease, it becomes important for the community and for a local resident supporting a disabled person.

In one of the activities for local residents, in a town with a population of 50,000, there is a non-profit organization performing in the workplace.

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Full address for Correspondence: Department of Occupational Therapy, School of Health Sciences, Niigata University of Health and Welfare

1398 Shimami-cho, Niigata-shi, 950-3198 JAPAN

Tel&Fax:81-025-257-4448

E-mail:okamura@nuhw.ac.jp

This workplace A, which is catering to people with mental and physical disability, supports a living through work or through the community. Writers supported the activity through a monthly study meeting. It turned out that through the support activity, many situations of consultations and correspondences outside of time were imminent. Although work was done mainly during daytime for those living in the community, and not only for reasons of difficulty in carrying out daytime life, it was found out that in the present condition, work consultation and guidance was even done during outside of time. In Mr. Hirota<sup>1)</sup>'s peer support activity, there are many cases where one receives many night phone calls, and in order to avoid critical situations, correspondences on holidays and outside of time are also needed. In order to manage a workplace that is constantly operating in such a situation, the use of the workplace outside of time conditions needs to be clarified. As specialists for the disabled or as residents in a community, recognizing the matter which can be complemented and examining the systems which can be corresponded according to the condition of the subjects' life was thought to be important.

In this study, by investigating workplace A users of consultations outside of time and home consultation conditions, showing clearly the required function of the workplace and the kind of problems a user leads in a community life, we hope to deal with future issues.

## Objectives and Methods

### 1. Outline of Workplace A

In workplace A, a non-profit organization is managing and performing work for mental and physical disability. Presently, 13 persons are registered and are working every week from Mondays to Fridays 9:30 - 15:00 (12:00 - lunch break 13:00). The meaning and the contents of the activity used in the workplace are shown in

Table 1.

**Table 1. Meaning and Feature of Activity**

1) Living Activity	Advice and assistance of activities of daily life or the activities relevant to daily life
2) Work, job and production activity	making scone, cookie or various crafts.
3) Enjoying oneself or leisure time activity	Activities in connection with recreation, yearly and customary events
4) Spreading relations with people or society	Informational transfer, learning something when carrying out social activities
5) Acquisition of home safety and safety in a place, rest, place to take rest, temporary evacuation area away from place of daily life.	

### 2. Subjects and Method of Investigation

The subjects for investigation were targeted at persons who carried out consultation and guidance in workplace A, such as the user, family and other persons. In 3 months in workplace A, an investigation was done on consultation and guidance outside of time, the number of cases and their time and its contents. Regarding contents, consultation and guidance contents were made into sentence cards, KJ method was used to analyze qualitatively and inductively to its reference. Each card was examined and was grouped by its contents, dividing them in the implications contained, and each was attached with a nameplate. The relevance whether the method of classification is appropriate was examined by way of analysis among the writers and the workplace personnel's inner compatibility and through carding. Moreover, the required function of the workplace was considered from the contents of consultation.

### Result

Based on the purpose of this research, the result obtained by this investigation was

examined on the use of conditions outside of time and their contents.

**1.The Number of Cases Taken in Using Outside of Time and Time of Correspondence**

The use of conditions outside of time in workplace A is shown in Table 2. Consultation and guidance outside of time used was 23.7 cases/month. Moreover, time of correspondence taken was 16 hours and 56 minutes/month.

**Table 2. Use of Conditions Outside of Time**

Month Investigated	Number of consultation cases	Time which correspondence took place
March	29 cases	24 hours 42 minutes.
April	28 cases	19 hours 30 minutes
May	11 cases	7 hours 8 minutes

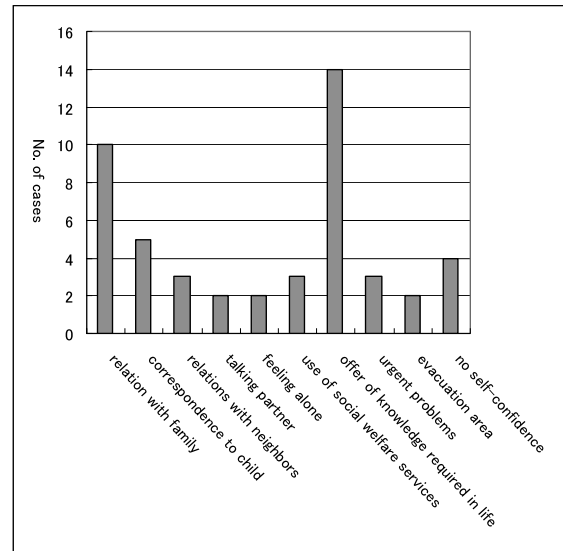
**2.Contents of Consultation and Guidance Outside of Time**

In order to know the role that the workplace has played for disabled persons who live in a community, the contents of consultation and guidance were classified into small groups. The kinds and number of cases are shown in Fig. 1. When classified by its similarities and differences on the nature of contents of consultation and guidance, it was divided into 10 groups, namely: “relation with family”, “correspondence to child”, “relation with neighbors”, “talking partner”, “feeling isolation”, “use of social welfare services”, “offer of knowledge required in life”, “urgent problems”, “evacuation area”, and “no self-confidence”.

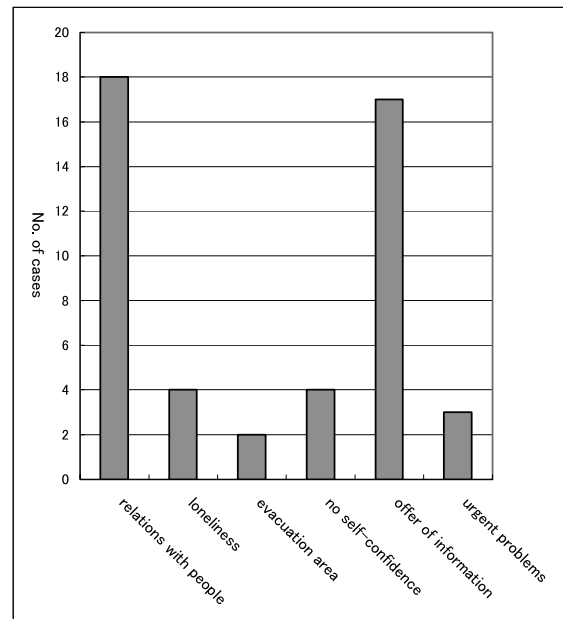
The part which had the most contents was “offer of knowledge required in life”. With regards to the contents of consultation and guidance, “relation with family” came next.

If the contents of consultation and guidance are

classified into a big group, in order to show clearly what kind of tendency there is, the classification, its kind, and the number of cases under big group are shown in Fig. 2.



**Fig. 1. Small category of contents of consultation and guidance in kinds and number of cases**



**Fig 2. Kinds and number of cases of contents of consultation and guidance in big group.**

10 kinds of small groups were divided into the six big groups, namely: “relations with people”, “loneliness”, “evacuation area”, “no self-confidence”, “offer of information”, “urgent problems”. In the small group, “relation with family”, “correspondence to child” and “relations with neighbors” were placed under “relations with people”, “talking partner” and “feeling alone” were placed under “loneliness”, “evacuation area” under “evacuation area”, “no self-confidence” under “no self-confidence”, “use of social welfare services”, “offer of knowledge required in life” under “offer of information”, and “urgent problems” under “urgent problems”.

The most number of contents of consultation and guidance were “relations with people”. Moreover, “offer of information” came next.

**Table 3. Kinds and contents of consultation and guidance and the role the workplace played.**

Kinds of big group	The role a workplace plays
Relations with people	Function showing social skills in a community or family
Loneliness	Function in listening attentively through counseling
Evacuation area	Function as a temporary evacuation area
No self-confidence	Auxiliary self-function
Offer of information	Function showing the use of guidance or social resources
Urgent problems	Management of life in an emergency function

Next, contents of consultation and guidance were classified in a big group that were analyzed and summarized with the viewpoint of the role that the workplace has played and this is shown in Table 3. Since “relations with people” are about family or neighbors’ frictions and coping-

up method was guided and given, they were considered as “function showing social skills in a community or family”. Since “loneliness”, depending on listening attentively to life’s problems, aims at relieving psychological stress, it is then taken as “function in listening attentively through counseling”. Since “evacuation area”, achieved the momentary refuge-function until a situation stabilizes and becomes calm once a problem arises, it was considered as “function as a temporary evacuation area”. About “no self-confidence”, while living and confidence was lost, and since it encouraged or groped for both the solution methods, it was considered as the “auxiliary self-function”. Since “the problem when leading a life in a community” required knowledge to maintain social welfare services’ offer of information or life in a community, it is taken as “function showing the use of guidance or social resources”. Since “urgent problems” has the problem of individual emergency which was pressed for management , it was taken as “management of life in an emergency function”.

### Consideration

The purpose of this research is to clarify the required function of the workplace while the workplace supporting disabled persons in a community is required to deal with various problems outside of time. For this reason, investigation was done about the contents in the number of cases of consultation in workplace A.

According to this research, there were 68 cases using outside of time in 3 months, when those contents were classified into 10 small groups, the contents that had the most number was “offer of knowledge required in life” Moreover, the order by number of cases was “relation with family”, “correspondence to child”, “loneliness”, and “no self-confidence”.

Within the group of “offer of knowledge required in life” that had the most number of cases, there was a study meeting for child-rearing.

For marriage and child-rearing of disabled persons, the assistance from the family and public organization is indispensable and the role of the workplace was to hold a study meeting concerning knowledge of child-rearing and how to relieve anxiety in child-rearing. Moreover, about "relation with family", there were contents of consultation which stated, "someone in the family had no place inside the house" and "being in bad terms with someone in the family". Among the users of the workplace, those living with the family are many and it is considered that the frequency of the consultation and assistance between the families becomes inevitably high. Research is made in the psychiatric domain about a family's expressed emotions influencing progress and the social function of a community life of a person with integrated ataxia or other diseases<sup>2)3)</sup>. In this way, having a disability while maintaining a life in the community, the relation with family becomes important. It can be referred that the function of the workplace supporting the relation with the family is also important.

The small group was arranged and with the big group being put together, "relations with people" was the biggest group. As for this, they do not understand how they should relate with their children, on how they should have a relation with a friend, and so on, relation with a family or close person were the contents of asking for advice.

Since the second biggest group was "offer of information", it turns out that not only the main function of offering work, job and production activity as a workplace, but also its function of showing social skills with community and family and of guiding and presenting the use of social resources are greatly demanded.

Furthermore, although the number of cases was few, it can be demanded that the workplace play "the sensor-role of a community" as function of a temporary evacuation area and the management of life in an emergency function can be observed. That is, when a problem arises in the place they

live, the workplace is thought to play a role as the first "window" for disabled persons to consult as their life level. Even for a simple happening, the situation may become critical if not appropriately coped up with. In a psychiatric emergency, under the idea of hard and soft emergencies, a respite care and the necessity for a 24-hour correspondence for soft emergency consultation reception, and other matters are being pursued<sup>4)</sup>. Regardless of degrees or kinds of disability, soft emergencies serve more as an important role from those of hard emergencies in community-assisted living. In order to prevent a critical condition such as urgent hospitalization or recurrence, it is necessary to discover small daily occurrences or problems at an early stage and to deal with them. In this problem, it is the residents living in the neighborhood community or the workplace personnel belonging to the community who can discover such problems and support them. It becomes possible to receive support from a formal network or from a specialist through a workplace personnel before problems become serious, and it is thought that it is also possible to prevent action problem and others. As a result of this research, it became clear that it is not only to aim in assisting the formation and growth of the capability of subjects, such as daily life activities, production activity and recreation, but also to connect assistance, offer of information, and others in extending a subject's sphere of life. Workplace A has been formed and matured as a place to connect, extend and rest and a place for safety and for a temporary evacuation. These functions are considered important functions of local communities to prevent problems in life from socializing and becoming serious.

On the other hand, it serves as a burden to workplace personnel doing holidays and nighttime correspondences outside of time and there is a possibility that they can not offer enough supports. For this reason, the examination of an institution that can respond 24 hours and of

the system that can cooperate and collaborate with existing institutions such as welfare service providing respite care services, and medical institutions is required.

Community Mental Health and Welfare Information Review, 10(3), 8 - 11, 2002.

### **The Future Subject**

In order to live in a community with mental and physical disability, the problems which the subjects have in the community and the present condition of the workplace supporting it were clarified. From now on, what the workplace in the community can do as the force of subjects' life and as the environmental force of supporting the subjects is to secure correspondence outside of time and to guarantee day-to-day management. Through this management, as professional workers for the disabled or as community residents recognizing the case that should be complemented, producing a system which can do correspondence matched to a subject's life situation is required and it is considered that the time has come when it should be examined concretely.

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