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**Introduction:** The Coronavirus pandemic has been causing a significant psychological impact on the population, showing symptoms such as anxiety, depression, post-traumatic stress disorder, among others. In addition, health professionals, who are on the front line, need to act promptly seeking unceasingly to save lives, predisposing to psychosocial events due to the risk of contamination, family distance and frustration in relation to death.

**Objectives:** To analyze the profile of the psychosocial care performed in workers of a Brazilian university hospital who sought care to control the anxiety-stress resulting from the pandemic

**Methods:** Cross-sectional observational study, using a questionnaire to survey psychosocial demands and evaluate the care of workers who sought assistance in this service (n=61). As a dependent variable, the sector of action was stipulated and as independent the sex, age and the demands that justified the need for assistance. The data were analyzed by Pearson's correlation with 5% of significance through the statistical software SPSS.

**Results:** There was a statistic difference between the groups in the variables age and psychosocial interventions for anxiety and stress management. The most part of the sample was composed of health professionals, women, with an average of 33 years old, motivated, technically prepared, scared and not overloaded.

**Conclusions:** Psychosocial care to health professionals for the management of anxiety and depression is indispensable either during or after the pandemic by seeking Mental Health interventions to minimize the suffering of these workers.

**Keywords:** mental health; pandemics; Psychological Distress

### EPP0435

#### COVID-19 and psychological support by phone: Demands assisted at a call center service of a brazilian university

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**Introduction:** Throughout the COVID-19 Pandemic, it was recommended to implement mental health care services mediated by Information and Communication Technologies to alleviate the suffering caused by the social distance.

**Objectives:** To characterize the demands and the possibilities of psychological support at the Call Center of a Brazilian public university, which aims clarifying doubts about COVID-19 and to forward suspected cases of contamination.

**Methods:** Cross-sectional, quantitative study with secondary data. The data came from 60 Psychological Support attendance records, carried out over 24 weeks. The data were analyzed descriptively and by the paired test and McNemar.

**Results:** The majority of consultations were for people aged among 51 and 60 years (21.7%). The main demands were social (40.0%), related to feelings (40.0%) and self-reported diagnosis (18.3%), with

each service mostly split into two (31.7%) or three (31.7%) conducts. There was a significant increase in the average number of reports of symptoms of psychological distress experienced during the pandemic ( $p < 0.001$ ), including changes in sleep patterns ( $p < 0.001$ ) and appetite ( $p = 0.002$ ), physical symptoms ( $p = 0.001$ ), physical and emotional discomfort ( $p < 0.001$ ) and crying / depressive mood attacks ( $p = 0.002$ ). As conducts, there was a predominance of psychoeducation (78.3%) and strategies for managing suffering (68.3%) at the expense of referrals to specialized in-person services (21.7%).

**Conclusions:** There were several demands of the evaluated Psychological Support service, which presents an important and promising strategy for meeting the demands of psychological distress in the midst of Pandemic, especially for the adult and elderly public.

**Keywords:** mental health; COVID-19; Psychology

### EPP0436

#### The behavior of tunisians during the lockdown of COVID-19

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**Introduction:** The general confinement in Tunisia in the covid-19 pandemic is a new event for the Tunisian society with economic, social and psychological repercussions.

**Objectives:** To evaluate the behavior of Tunisians during the general confinement of 2020.

**Methods:** descriptive and analytical study through a questionnaire sent online under the model of "google forms".

**Results:** Our sample is composed of 500 people, mostly women, with an average age of about 40 years, an average to good economic level, and a secondary and higher education level. In the Tunisian family, the most discussed topic during the lockdown is the covid-19 and its evolution in the world and the country. The most avoided subject is the behavior of neighbors. The Tunisian's main sources of information on covid-19 are television and social networks. The behavior most adopted to avoid contamination is hand washing. Only 2/3 of the group applied the measures announced by the government. A quarter of our sample spent more than 5 hours in front of the computer screen or smartphone. During confinement the most important behaviors are smoking, eating, doing nothing and playing cards. Only 10% of our sample have plans for next year.

**Conclusions:** For our sample, covid-19 has greatly transformed the behavior in daily life which has become dominated by anxiety and fear of contamination.

**Keywords:** COVID19; Tunisia; behavior; general confinement

### EPP0437

#### Personal traits and coping strategies in compliance with COVID-19 preventive measures.

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