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THE DEAF PERSON AND PSYCHOTHERAPY: DEMANDS X QUALIFICATION OF PSYCHOLOGISTS

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ABSTRACT

This research aims at understanding how the psychotherapeutic process unfolds itself before the deaf community, bearing in mind the demands which are put forward and the technical preparation of the psychologists. This research has a quantitative, descriptive and field nature, having been conducted in the municipalities of Quixadá and Quixeramobim, both situated in the Sertão Central region, Ceará state, during the period spanning from June to September 2018. The instruments that have been employed were made up of structured questionnaires, shown to psychologist professionals and deaf people. For the purpose of data analysis, the descriptive statistics method was employed. The questionnaires were administered to seventeen psychologists and nineteen deaf individuals. It was perceived, facing the results produced by the respondents, that the psychologist professionals were in fact technically unprepared to be prescribing psychotherapy to the deaf community. This way, it is suggested that is necessary there is more engagement and preparation of these individuals before the demands that were put forward, in order for these to don't work out as exclusion tools. As for deaf people, it is perceived that the sample obtained shows real demands which amount to psychic suffering, in which 61,1% hinted at being interested in undergoing psychotherapy, butmost of them are not psychologically assisted.

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INTRODUCTION

This research deals with questions about the deaf person and the psychotherapeutic process, aiming to know how the psychotherapeutic process presents itself to the deaf community, considering the demands that are presented and the technical preparation on the part of the psychologists professionals.

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The analysis occurred with a sample of deaf people and psychologists from the cities of Quixadá and Quixeramobim. According to the census of the Brazilian Institute of Geography and Statistics - IBGE, conducted in 2010, about 526,805 people reported having some type of hearing difficulty in the state of Ceará, varying between: not being able to hear at all what constitutes deafness; difficulty and some hearing difficulties. In the interior of the state of Ceará, the Center for Training, Monitoring, Monitoring and Attendance to Inclusion - CENTRO FORMAI¹ carried out the survey of

¹Consultation carried out at the Center for Training, Monitoring, Monitoring and Attendance to inclusion - CENTRO FORMAI, answered by e-mail on

twenty-three deaf students from the city of Quixadá. In Quixeramobim, the survey is still underway. According to the Regional Council of Psychology - CRP, 85 active psychologists are listed in the cities of the research scenario², according to the update made in December 2017. Accessibility is a right for everyone, however, some professionals may not be able to act directly with the language group of the deaf. So, one asks: does the deaf community search for psychotherapeutic care? Does the professional psychologist have technical and ethical training to meet the demands of the deaf community? As for the attendances that occur, in what way are they handled?

In this way, this study justifies, therefore, accessibility, although it has been a theme present in the social agenda for decades, especially with the legal force for citizenship imputed by the Federal Constitution of 1988, it still shows a current theme that needs be challenged, especially in the face of the challenges of achieving respect for human rights. Another point refers to the reduced literature on the subject of qualification of psychologists in the psychotherapeutic process with the deaf person. Faced with a survey carried out in the indexes BVS-Psi, SciELO and Google Academic, using the descriptors Psychotherapy and Deaf person, several publications were found, but that worked with the mentioned theme are reduced. The Code of Ethics of the Professional Psychologist (CEPP) has its principles and articles based on the promotion of health and quality of life, as well as prohibits in its article according to discrimination and neglect in every professional practice. However, it fails to determine ethical guidelines for psychological care for people with any specificity. Thus, this research aims to know the demand of the deaf population in psychotherapy and the technical and ethical qualification of the psychologists to attend it, besides describing the needs of deaf people in relation to psychotherapy, to raise the psychologist's knowledge about the accessibility conditions for the assistance to deaf people and to point out proposals for the qualification of the psychologist for the attendance.

Deaf Identity: Luz points out that (2013, p. 18) "deafness is an important component of the bodily set from which people living this condition seek psychosomatic fulfillment as unique beings, if singled out, can acquire a full tongue." For the author, the deaf finds himself as a "sensory minority" that seeks recognition and this derives from the way of coming into contact with the world, which commonly occurs through sight. The above-mentioned author (p.51) still points out that the lack of connection with a language causes in the subjects a low linguistic repertoire, reducing their actions against the demands of the world, generating an individual who "can be diminished as a speaker and will encounter difficulties of to act creatively as the namer of self, of non-being and of the world. Without linguistic understanding, the full creation of self and world is severely impaired. "

Pounds: Over the years, the deaf person has come into contact with a recognized language that meets their linguistic need. On April 24, 2002, Law No. 10,436, which regulates the Brazilian Language of Signals - Libras, was instituted as the second recognized language in Brazil, and in its constitution, according to Decree No. 5,626, grammatical, visual- -motor

and diffusion of ideas. Dizeu and Caporali (2005) point out that some professionals who have access to or work with deaf people perceive Libras as an optional vehicle of communication, in which the deaf subject opted to use it for not being able to develop vocalization. Gesser (2009) points out that where there are deaf people communicating, there will be sign language. Like other languages, sign language has its variations, whether at national or regional level, the only change is the form of expression that is signaled. The author also emphasizes that the use of sign language is not restricted to simple communication, but emphasizes that the signaling used by deaf people can be used to express complex abstractions and concepts.

Psychotherapy: Cordioli (2008, p.21) proposes that psychotherapy is a process based on psychological principles, whose purpose is to help the individual seeking treatment for the most assertive resolution of their complaint. The author further defines it as "a method of treatment performed by a trained professional with the goal of reducing or removing a defined problem, complaint, or disorder from a patient or client who is deliberately seeking help." According to Silva and Carmo (2016), in several contexts communication is essential, especially in the psychotherapeutic context, in which the psychologist will have to communicate with the subject in order to offer him help in his psychological questions. Gesser (2009) points out that the interpreter is an important vehicle in the interaction between the deaf person and the listener. The mediator of the interpreter was first necessary in an informal way, when they learned to communicate with the deaf through family interaction or in social interactions. The Federal Council of Psychology (CFP, 2003) emphasizes that psychology is the fruit of ideologies that can be currently questioned, since its creation was institutionalized in the last century, in which society and the way of managing it were based on another perspective. The author reports that this science proves to be ineffective in the process of demystifying the ideas put forward previously, and in positioning itself in order to strengthen the singularity of individuals.

MATERIALS AND METHODS

The research is quantitative, descriptive and field, being carried out in the cities of Quixadá and Quixeramobim, both located in the Central Sertão of Ceará. The quixadaense population according to the IBGE (BRASIL, 2010) comprises 80,604 inhabitants and the Quixeramobim population 71,887 inhabitants. The sample consisted of deaf people and psychologists who performed psychotherapeutic care. According to the Regional Council of Psychology 11 (CRP / 11), 38 psychologists in Quixadá and 47 psychologists in Quixeramobim are registered in these territories, and these professionals are not restricted to the clinic. According to the Centro Formai, there are about 23 deaf and underage students in the city of Quixadá. Already in Quixeramobim, the survey is still in progress. The prerequisites for participation in the research were: being deaf; be eighteen years old; and psychologists must be working in the clinical setting for at least six months. The collection was carried out from June to September, after the approval of the project by the research ethics committee, under the following number of opinions: 2,710,776, with participation signed by means of an Informed Consent Term - TCLE, presented in pounds and Portuguese. Access to participants occurred through snowball sampling, which according to Dewes (2013), consists of populations that

have difficult access, but that among the individuals that constitute them there are links that can direct one individual to another. Based on this sampling model, the seed was accessed through the data provided by the CNES that refer to psychologists and in relation to the deaf through data obtained by Centro Formai. It was estimated that the total sample reached about one hundred and ten individuals. The instruments used were structured questionnaires, presented to psychologists and deaf people through direct application by the researcher who was accompanied by an interpreter. The questionnaire used contained closed and open questions and was transmitted to participants in Portuguese and in Pounds. For the analysis of the data, the descriptive statistics method was used. The variables were grouped and distributed into categories, with the expression of the results by means of absolute and relative numbers and measures of central tendency, presented in the form of tables and / or graphs.

RESULTS AND DISCUSSIONS

According to the National Registry of Health Establishments (CNES), there are approximately 21 psychologists in the cities of Quixadá and Quixeramobim, who are registered as "clinicians". However, the mention of this specialty in the CNES does not guarantee effective clinical performance. many of these psychologists listed in the register work exclusively in health services. The Centro Formai provided a quantitative of twenty-three deaf students in the city of Quixadá, however, these are divided into major and minor. The city of Quixeramobim is still being surveyed. The sample reached was lower than the estimated number, reaching nineteen deaf and seventeen psychologists from the cities mentioned.

DEAF: Using the collection instrument used with deaf subjects, three axes were obtained, presented in Tables 1, 2 and 3.

Table 1. Sociodemographic data of the deaf

Variables	Classes	Frequency	Relative Frequency (%)
Age	Between 18 and 30 years	10	52,6%
	Between 31 and 40 years	5	26,3%
	Between 41 and 50 years	4	21,1%
	Total	19	100%
Sex	Feminine	8	42,1%
	Masculine	11	57,9%
	Total	19	100%
Civil status	Stable union	2	10,5%
	Married	1	5,3%
	Single	16	84,2%
Nationality	Total	19	100%
	Central Sertão	17	89,5%
	Other regions	2	10,5%
Formal education	Total	19	100%
	Yes	13	68,4%
	No	6	31,6%
Scholarity	Total	19	100%
	Basic education	5	26,3%
	High school	6	31,6%
	Higher education	8	42,1%
Paid activity	Total	19	100%
	Yes	10	55,6%
	No	8	44,4%
Participation in support group	Total	18	100%
	Yes	15	78,9%
	No	4	21,1%
	Total	19	100%

Source: Author, 2018.

Of the respondents, 89.5% are residents of the central sertão of Ceará, 52.6% of the deaf are young adults between the ages of

18 and 30, mostly males and single. It is important to point out that 42.1% indicated that they have higher education, 55.6% are working and 78.9% participate in some support group, strengthening what is stated by Mainiere (2011), regarding treatment with the deaf has become differentiated over time and cultures, as failures in the integration of deaf people into the community were reflected in the impossibility of some of these individuals not having access to a decent life: leisure, health, freedom, equality, work and education . The Federal Constitution of 1988 points out the rights that citizens should have access to, recommending the reduction of social inequalities, enabling the development of a just and solidary society (BRAZIL, 1988).

Axis 2 refers to the conditions of access to professionals who are qualified to provide psychotherapeutic care to the deaf community. 93.8% of deaf respondents report difficulties in dealing with people who do not use Pounds. In the face of the responses, it was observed that the deaf person is more adequate in the middle than in the opposite direction, because before this interaction the deaf participants indicated that the communication process is difficult and, when this happens, it is necessary to use mechanisms such as the mime, the writing or even a third person. For Dizeu and Caporali (2005) the deaf person in many cases does not have a social integration, due to the fact that the vast majority of people are oralized. In this process, the deaf person is placed in the background, even if the accessibility laws and speeches deal with an integration that sometimes fails in practice.

Concerning the desire to enter psychotherapy, 61.1% of participants indicated that they had an interest. Of these, 90.9% indicated a specific demand: 5 due to communication problems; 3 for family reasons; 1 for mental health and 1 for difficulty and prejudice. Before the eleven subjects who indicated that they wanted to participate in a psychotherapeutic process, 27.2% said they had found a psychologist to attend them. Silva and Carmo (2015) point out that even deaf people do not use oralization, they have psychological issues to be worked on, since, like other individuals, they have subjectivity and are inserted in contexts that make them susceptible to possible problems. For Cattalini and Fornazari (2007, p. 01), the complaints that are put into care for the deaf are mainly related to the difficulty of communication, whether in the social or family environment. When it is pointed out by the family it concerns the obstacle in understanding what is experienced by the deaf subject. The authors also point out that professional psychologists are not qualified to act in the face of an "unusual situation" like this.

Axis 3 is related to the care of the deaf individual. In this, it was observed that of the two participants who found a professional, only one pointed out that there was communication, while the other classified as "very difficult". Faced with psychotherapy, 50% of the sample evaluated the process as "difficult", and 68.5% indicated that psychologists do not offer satisfactory care to the deaf public. According to Angelini and Oliveira (2003), deaf individuals who have already participated in the psychotherapeutic process are displeased with the lack of preparation by psychologists to be acting and communicating with the public that uses Libras. However, it is put by CEPP (CFP, 2005, p.8) in its Article 1, lines b, that the professional psychologist should only "assume professional responsibilities only for activities for which he is personally qualified, theoretically and technically."

Table 2. Search for the deaf for psychotherapeutic care

Variables	Classes	Frequency	Relative frequency (%)
Interaction with listeners	Difficult and uses other means	15	93,8%
	There is no communication	1	6,2%
	Total	16	100%
Interest in psychotherapy	Yes	11	61,1%
	No	7	38,9%
	Total	18	100%
Motivation of care	Communication Problems	5	50%
	Family issues	3	30%
	Mental health	1	10%
	Difficulty and prejudice	1	10%
	Total	10	100%
Access to psychologist (o)	Yes	3	27,2%
	No	8	72,8%
	Total	11	100%

Source: Author, 2018.

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	Family issues	3	30%
	Mental health	1	10%
	Difficulty and prejudice	1	10%
	Total	10	100%
Access to psychologist (o)	Yes	3	27,2%
	No	8	72,8%
	Total	11	100%

Source: Author, 2018.

Table 4. Socio-demographic data and training of psychologists

Variable	Classes	Frequency	Relative Frequency (%)
Age	20 a 30	6	35,3%
	31 a 40	7	41,2%
	41 a 50	3	17,7%
	>50	1	5,8%
	Total	17	100%
Sex	Female	13	76,4%
	Male	4	23,6%
	Total	17	100%
Marital status	Not married	8	47,1%
	Married	9	52,9%
	Total	17	100%
Naturalness	Central Sertão	13	81,3%
	Other regions	3	18,7%
	Total	16	100%
Completion of course	1 to 3 years	3	17,7%
	4 to 6 years	9	52,9%
	7 to 10 years	4	23,6%
	>10 years	1	5,8%
	Total	17	100%
Clinical performance	1 to 3 years	7	41,2%
	4 to 6 years	6	35,3%
	7 to 10 years	3	17,7%
	>10 years	1	5,8%
	Total	17	100%
Training in approach	Yes	9	52,9%
	No	8	47,1%
	Total	17	100%

Source: Author, 2018.

Psychologists

The instrument used with professional psychologists also generated the division of results into three axes, which will be presented through Tables 4, 5 and 6. Most of the participants

The CFP indicates in its total registry in the state of Ceará 7,250 professionals, of these 6,166 are females and 1,084 males, pointing out that 85.05% of this population are women. Before the answers, 52.9% of the sample were graduated from 4 to 6 years, but 41.2% only came into contact with the clinical

context of 1 to 3 years. According to the participants' responses, there are professionals in psychology who do not know what Libras means and in view of the possible demands for care of the deaf community, only 5.8% of these professionals received a deaf person seeking care, and this was not psychotherapeutic demand. The psychologist, according to CEPP (CFP, 2005), must govern his profession based on social responsibility, seeking the improvement of Psychology in its various fields of action, as well as acting to enable the population to know about the psychologist's performance in the services offered. The CEPP also indicates that the professional in the exercise of his profession should not focus on specific practices, but rather allow reflections that cover his work in the various contexts, since the fundamental principles deal with respect for dignity, freedom and promotion of quality based on the Declaration of Human Rights.

the same way as with the listeners, varying only in some aspects, such as during the time of care. The others point out the need for the psychologist's qualification to provide this service or in cases of the deaf to come to care with a companion. It is interesting to note that 25% of psychologists do not know or know little about the performance of the Libras interpreter. Relating the issues, this professional interpreter can act as an auxiliary tool in the communication process between psychologist and client. The psychologist, according to CEPP (2005, page 8), Article 1, aligns and can provide services, provided that they respect the rights of customers. The interpreter, who is recognized by the Brazilian Federation of Associations of Professionals Translators and Interpreters and Sign Language Interpreters - Febrapils³, can participate in the psychotherapeutic process, establishing a relationship that not only includes a psychotherapist-client, but a psychotherapist-

Table 5. Demand and psychotherapeutic care

Variable	Classes	Frequency	Relative Frequency (%)
Knowledge about Pounds	Yes	16	94,2%
	No	1	5,8%
	Total	17	100%
Deaf demand for care	Yes	1	5,8%
	No	16	94,2%
	Total	17	100%
Attendance	No	1	100%
	Total	1	100%
Communication	Yes	1	100%
	Total	1	100%
Insertion of the interpreter	No	1	100%
	Total	1	100%
Reasons for non-attendance	It was not for psychology	1	100%
	Total	1	100%
Forwarding	No	1	100%
	Total	1	100%

Source: Author, 2018.

Table 6. Possibilities of psychotherapeutic care for the deaf

Variable	Classes	Frequency	Relative Frequency (%)
Customer Service	Same format as conventional	8	53,3%
	Qualification	6	40%
	Escort	1	6,7%
	Total	15	100%
	Do not know	2	12,5%
Knowledge of the work of the interpreter	Helps in communication	6	37,5%
	Mediator	2	12,5%
	Very important	1	6,3%
	Know little	2	12,5%
	Growing	1	6,3%
	Training in Pounds	1	6,3%
	Ethic	1	6,3%
	Total	16	100%
Performance of the interpreter in psychotherapy	Do not know	11	64,7%
	Ethical issues / secrecy	3	17,6%
	Mediator	1	5,8%
	Important	1	5,8%
	Option in service	1	5,8%
Insertion of the interpreter into psychotherapy	Total	17	100%
	Challenger	3	20%
	Quiet	3	20%
	Would not accept	2	13,3%
	Know Ethical / Confidential Issues	4	26,7%
	Interferes in psychotherapy	3	20%
	Total	15	100%
	Learning and supervision	2	12,5%
Suggestions for technical preparation	Learning and contact with deaf	3	18,7%
	Learning in Pounds	9	56,3%
	Pounds at the gym	2	12,5%
	Total	16	100%
Institutions that offer Pounds courses	Yes	16	94,2%
	No	1	5,8%
	Total	17	100%

Source: Author, 2018.

Regarding the possibilities of care for the deaf, 53.3% of respondent psychologists believe that these should happen in

³Febrapils is an autonomous non-profit institution. Its foundation was held on September 22, 2008, seeking to favor the representativeness of the deaf and deafblind community.

client - interpreter, so that this new configuration does not disrespect what is put in Article 9, which deals with the professional secrecy of the psychologist. Of the respondents, 64.7% indicated that they did not know how the psychotherapist performs and that if they needed to insert this professional in the process, only 20% of respondents indicated that it would be a peaceful experience.

The interpreter acts as a mediator of deaf people's interactions with listeners who do not know Pounds, including Law 10.436 of 2002 guarantees the right to the interpreter in institutions in which professionals do not use Pounds. In view of the presented sample, 100% indicate the need for learning in Pounds. Of these, 12.5% still emphasize that this learning should start in the academy. Still about this public that points out the need for learning and are not able to provide care for the deaf, 94.2% acknowledge that they have institutions that offer Pounds courses in the city that they live in. The CFP (2003, p.15) points out that Psychology can contribute in a more significant way in the fight against social inequality, taking into account the social forces that are present in the psyche of the individuals, also addressing that this contribution refers, his professional preparation, through which he will use forms that "are not recipes but governed by the principle of redemption to the condition of subjects of individuals."

Conclusion

It is noticed that the hypothesis that psychologists are not technically qualified to act clinically in the deaf community is confirmed, considering that a considerable part of the sample of psychologists presented a lack of knowledge regarding the possibilities of care with this community. With regard to the professional psychologist, this presents the need for qualification to work with the deaf community, as well as a more assertive attitude towards social responsibility, so that it does not function as a social exclusion tool.

An evolutionary process of the deaf individual in the integration of the social environment was observed, as there are institutions that offer support groups and that allow their insertion in the educational and professional contexts, thus improving their access to the rights that are set forth in the Declaration of the Human rights. In the face of the search and desire of the deaf for psychotherapy, this has been shown as a real demand, which points out anxieties and problems, which these individuals can not share or work in a psychotherapeutic process, due to the lack of professionals who are technically qualified to accept them.

Thus, this research qualifies as innovative, since it addresses a topic that has been little explored. In this way, it tends to contribute as literature for future research in the area explored. Regarding the research presented here, to the deaf subjects and to the answers presented, it was noticed that the use of a questionnaire in Portuguese, even though it was interpreted and projected in Libras, was not able to reach all the understanding on the part of the participants, since in specific issues, they had to write, and because Portuguese is not their mother tongue, the understanding may have been undermined. Aiming to assist in future research on this subject, it is suggested that when working with deaf individuals, the instruments of collection be interpreted and the responses filmed so that the deaf can respond using their mother tongue.

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