

Abstract

The aim of this thesis is to explore the needs of clients of one of the helplines for seniors in time of the state of emergency in spring 2020. Before the exploration itself, theoretical background is described – definition of important terms, researches on experience and impact of the covid-19 pandemic and also selected theories of needs. The aim was achieved by the use of the method of grounded theory, I analysed the records about calls in the given time frame (12.3. – 17.5.2020). This resulted in determination of six categories of needs, which were being expressed by the line's clients in association with the given situation. The importance of practical help was decreasing, on the other hand, needs of contact, information and dignity were increasing. Emotional needs were important during the whole time period, least important during the second period. Need of certainty was the least expressed one. The results of this thesis can be used as a foundation of follow-up research and also as an inspiration in solving similar situations.