

SOCIAL WORK STRATEGIES TOWARDS PEOPLE WITH CLEFT LIP AND PALATE UNDER A PERSPECTIVE OF INCLUSION

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INTRODUCTION/BACKGROUND: The Social Work Department at a large center specialized in craniofacial anomalies aims to identify the main social, economic and cultural aspects related to health-disease process, looking for ways of coping with social issues. It develops different programs that involve patients, their families, interdisciplinary team and community, guided towards healthcare needs and expectations and the social needs that can interfere in the rehabilitation process. This study intends to socialize the Social Work strategies to assist more de 55,000 patients coming from all regions of the country.

METHODOLOGY: The programs involve 3 social domains: Outpatient, Inpatient and Community Projects in a daily flow of more than 170 patients, besides those developed with the Government and Teaching and Research Programs. The actions developed in these programs are in line with the Social Work Protocol responding the demands: reception/welcome; psychosocial support; guidance about: rehabilitation process, family, school, work, social life issues; mobilization of resources; referrals; intervention in treatment stages; social benefits among others. **CONCLUSION:** The strategies created and developed at the hospital, through many programs, have been looking for assuring that all citizens' rights and demand a competent professional practice committed to the patient and the social work profession