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singular, unique, and private because everyone is experiencing it, even if they are not infected with the virus. Life has changed abruptly for large numbers of people around the globe. Individuals may be dealing with their own issues, such as health problems, financial difficulties, unemployment, layoffs, distance from family members, confinement in the domestic space, or difficulties in work-family balance, and they have unequal life contexts and starting points, but these issues are being experienced by entire populations. The crisis is not something specific to a single biography, or to a constellation of separate lives, but is instead transversal. The collective features of this crisis have implications for the way it is lived. We have all seen different social actors, from governments, health organisations, and the media, to friends, family, and neighbours call out expressions such as 'we will beat the virus', 'getting through this together', 'we will survive', or 'stronger together'. The emphasis is on the words 'we' and 'together'. This is indeed a collective struggle, which is behind the widespread idea that we are all in the same boat, since the virus does not choose by class, gender or ethnicity. We know that this is not true, because even if anyone can be infected, there are different levels of vulnerability related to people's socio-economic backgrounds, health situations, or country of residence, among many other factors. Even so, this collective narrative seems to play an important role in the process of making sense of what is happening and in helping people get by, while building a sense of community. We can compare and relate to other people's experiences, states of mind, practices, and vice-versa, they can relate to ours. This is an important coping mechanism that is most of the time lacking in the ways individuals cope with singular biographical crises.

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Covid life-courses – Robots Versus Human Care Workers in Elderly Care: Un-/empathic and Un-/Infected Marcus Persson 2) The second difference relates to the fact that the pandemic assumes the features of what we can call a 'total event', to borrow Mauss's **[4]** concept of 'total social fact', and Goffman's **[5]** notion of 'total institution'. It is a total crisis, in the sense that it affects, in a *direct, immediate,* and *simultaneous* way, all (or almost all) dimensions of people's lives, such as family, work, health, finances and leisure. A large number of individuals were removed from their habitual daily lives for an uncertain period of time, in social isolation, facing powerful obstacles in accessing services and others outside their homes. And all of this occurs within socially regulated parameters, which encompass issues related both to more general matters, like work, education, communication and social relationships, and also to micro-level aspects of our lives, such as food, hygiene or taking walks. A biographical crisis at the individual level can, of course, also have a transversal impact in someone's life, but obviously not at this scale and with this degree of simultaneity and immediacy. Besides the abruptness of the critical event on a person's biography, usually changes tend to be more gradual, prolonged in time, and context dependent.

3) There are institutional responses for most biographical crises. But in the current pandemic situation, the pre-existing responses were clearly insufficient in the face of such rapidity and unpredictability. Basic societal institutions, like hospitals for example, did not have immediate responses to deal with the abruptness of the crisis. This means that the institutional framing of the pandemic is being built *in loco*, according to the specific dynamics of evolution of the disease, based also on the previous experience of other countries, and making use of the available resources. That is why not all governments have implemented the same measures and the timings have varied. Both biographical crises and collective crises like the current pandemic are institutionally framed, and the support provided in this regard is key in helping people cope with the situation. However, while in the former this framing consists in a set of standardised procedures, even if adaptable to individual circumstances, that have been established for a substantial number of years, possibly even decades, in the latter this framing is being created in the urgency of the moment.

4) And finally, the fourth difference regards time. When a person goes through a difficult moment in life – for example, the death of a family member – there is no specific time-frame defining how long this individual will experience bereavement. But there are, in fact, socially expected durations [6]. Despite the suffering and other potential problems arising from that specific situation, it is expected that that person resumes her life, by going back to work or to school, fulfilling family obligations, and maintaining social relationships. One of the most distressing things about the current collective crisis is the uncertainty regarding time. We do not know for how long our habitual lives will be suspended, for how long will the social distancing measures last, and for how many months will the virus be active. And none of this depends on us as single individuals. That is why most governments have been managing the crisis pointing to short time markers, presenting sequential close horizons in the implementation of measures, and reviewing them in a phased manner, while building institutional responses. This is also a way of easing the distress of having life on hold. Temporal pointers are crucial for the way we live our lives and plan our futures. They act as existential points of reference, in this case to foresee life without the pandemic.

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Mediating Covid – Epidemic, Pandemic, Infodemic: A Project in Three Acts Marc Hannappel Despite these differences, biographical crises and collective crises have in common the experience of feelings of suffering, anxiety or fear, and they produce real changes in people's perceptions and practices. But while in the former individuals tend to feel alone in the world, in the face of a 'total crisis' people feel alone together, within a collective institutionally regulated environment being produced on the spot and dealing with temporal uncertainty. It will take time to unfold this comparison and to understand how people have coped. And sociologists, as social actors also experiencing these circumstances, will need time to manage their own crises as individuals to be able to understand how the life of others has changed.

## References

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