

## HOSPITAL CLOWN: PERCEPTIONS OF THE NURSING WORKER OF A PEDIATRIC UNIT<sup>1</sup>

Camila de Souza Oliveira\*  
Caroline Vieira Claudio Okubo\*\*  
Renata Perfeito Ribeiro\*\*\*  
Júlia Trevisan Martins\*\*\*\*

### ABSTRACT

This study aimed to analyze the perception of the nursing professionals of the pediatric unit receiving clown visits from the SensibilizArte project. A descriptive study with a qualitative approach, composed of six nursing workers from the evening period. The interviews were audiographed with closed and open questions. Data analysis was performed using the Content Analysis technique. As results the analysis of the speeches resulted in six categories: nursing worker well-being, improvement of the child's well-being from the point of view of the nursing worker, improvement in the work process of the nursing worker, improvement of the working environment, Positive acceptance of the "clown" team's performance in the sector and the benefit and use of the clown technique for nursing care. As a conclusion, the importance of the clown figure in relieving the worker's emotional load and improving the work environment was perceived With the experience of laughter.

**Keywords:** Humanization of care. Nursing. Occupational health.

### INTRODUCTION

The humanization, second national Humanization policy<sup>(1)</sup> is a set of guidelines, that guide all institutional activity involving users or health professionals, in any instance of submission, as well as the need to improve the organizational processes, since they are essential to provide the development of humanizer's actions. One of the specific guidelines for level of attention within the hospital, proposed the existence of groups of Work of Humanization with labour plans defined and listening mechanisms not only for the population but also for professionals, as well as a plan of permanent education for them, with themes of humanity<sup>(1)</sup>

Working conditions, motivation and well-being of health care workers have been and neglected, mostly disregarded<sup>(2)</sup>. Thus, actions could be implemented by the managers together with the workers to do planning in order to maximize the well-being of professionals and, by your time of service to users.

It is important the role of the clown in the hospitals. The understanding of Morgana Masetti,

psychologist of the Doctors da Alegria, medicine, and other areas of health seem to be moving away from the feel; so, the clown's activities have been a form of health institutions and society seek alternatives to running from the capitalist model therapies steeped in health<sup>(3)</sup>.

It is known that the child hospitalization is permeated with stress caused by changes in family routine, which added to the suffering of children, makes the experience even more painful hospital. Thus, the professional nursing can and capture the needs of each child in order to make this environment become the least weird possible. One of the strategies is to seek the presence of an engineer, which perform the function of a clown during hospitalization, the link created between the children and the Professional is established in a more playful and the treatment becomes easier as the smiles provided soften the stress felt by them, and, also, by the team<sup>(4)</sup>.

Literature review conducted reveals the importance of this single (clown) on the establishment of relations. He can elaborate the hospital environment, both for the patient and their families, and the professionals involved in

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\*Nurse. Post-student program of nursing residency in urgent and emergency, state university of Londrina. Londrina, PR, Brazil. E-mail: mila\_cso@hotmail.com

\*\*Nurse. Master in Nursing, electronic tutor of the nursing course of the university Norte do Paraná. Londrina, PR, Brazil. E-mail: caroline.vieirac@gmail.com

\*\*\*Nurse. Master in Nursing, electronic tutor of the nursing course of the state of Londrina. Londrina, PR, Brazil. E-mail: perfeitorenatal@gmail.com

\*\*\*\*Nurse. PhD in Nursing, Faculty of the university's nursing department state of Londrina. Londrina, PR, Brazil. E-mail: jtmartins@uel.br

the care, in other words, this environment is taken by reducing anxiety and stress becomes nice and favors the satisfaction for the health team, which tends to provide greater well-being to who is being watched<sup>(5)</sup>.

Front of the exposed, by the shortage of study about the performance of clowns of hospitals in pediatric units from the perspective of nursing staff, by the need to improve the working environment of health professionals, especially nurses who remain 24 hours day along to patients and to articulate the humanization policy within hospitals, the present study aimed to analyze the perceptions of nursing professionals of a Pediatric Unit about the clown.

It is believed that this study is relevant both to the patient and their family members and nursing workers as it may awaken to the managers of health institutions the importance of having the expertise of an engineer to perform the function of a clown in the environment and, for your time, you will be able to contribute to a more humanized assistance on the part of these workers.

## METHODOLOGY

Exploratory, descriptive research with qualitative approach held in a university hospital of Northern Paraná-Brazil.

The qualitative research features a focus and a wide perspective, seeking understanding diverse meanings and describing the reality between the researcher and participants<sup>(6)</sup>.

Study participants were formed by intentionality and thus accounted for six nursing workers, i.e. all who witnessed the visit of recreationists-clowns to children hospitalized in the pediatric sector and their families of institution during the study period. Have been adopted as criteria for inclusion of participants working in the Pediatric Unit in the afternoon in which occur the visits of recreationists for at least six months and as exclusion criteria for those enjoying vacations and/or licenses.

The data collection was carried out on-site by the authors of the survey in a reserved room in date and time scheduled by participants, took place in the period from July to September 2015, through interviews with Semistructured and script that had the media duration 30 minutes. The

interviews were recorded and transcribed in full, containing the following guiding question: what is your perception of the activities of the clown in your dailywork?

The results were analyzed through content analysis. This method is used in the study of the motivations, attitudes, values, beliefs and trends; This is a set of communications analysis techniques used in systematic procedures and objectives. It was more than a simple data analysis technique, since it does not seek to explain only the features and opinions of respondents, but understanding the meaning and meanings ascribed the problem to be investigated (6).

The technique of content analysis was used by half of an order sequence in around three axes: the pre-analysis, material exploration and processing of results; inference and interpretation<sup>(6)</sup>.

It was initially held a floating and thorough reading of interviews so that occurred a familiarization, i.e. a first approximation with the text, in order to gain an understanding about what the respondents sought to convey; then the thematic selection, identifying the nuclei of meaning, or semantically similar elements to subsequently perform the categorization and analysis<sup>(6)</sup>.

The research was approved by the Committee of ethics in research with Human Beings of the Universidade Estadual de Londrina CAAE n<sup>o</sup> 36054014.2.0000 and the ethical principles for the conduct of this study followed the resolution 466/12 of the National Health Council that subsidized the preparation and signing of informed consent (TFCC). To preserve the anonymity the interviews were identified with the letter E, numbered according to the sequence in which they occurred.

## RESULTS AND DISCUSSION

In relation to the sociodemographic characteristics of the six participants of the survey, all were women, being a nurse, three nursing assistants and two techniques of nursing. The median age was 48 years, with a minimum of 37 years and maximum of 58 years. The length of service in the unit ranged from eight months for 24 years.

The analysis of the content of the testimony of

the interviews led to the construction of five categories, as exposed below.

### 1-The welfare nursing worker

In this category the interviewees expressed that the presence of the engineer-clown in the drive brings well-being and comfort nursing workers as shown in lines the following:

[...] until we laugh and also provides a well-being to the people (E2).

I'm very happy [...] I think I'm happier that children (E3).

You know it's very good to see the clown in our unit, because it promotes well-being and happiness for the people who work with these children both suffer. They bring joy to us and for the kids (E4).

Bring joy both for the children how for the people. The US is, but take (E5).

The joy [...] he makes the burden of disease is smaller, and then people get happier [...] they do a job to cheer even, to try to alleviate some of that load during the work you end up having, right? (E6).

Laughter releases the logical thinking and disarm us, including biologically, as it breaks the reflex reaction of fight/flight triggered by threatening situations, making the level of adrenaline and reducing tension. In addition, the laughter provides the distraction of tense moments, not only for the team and for the patient, when expressed, makes it easier for healthcare professionals to get exercise your work lighter<sup>(7)</sup>.

When workers carry out their activities with more pleasure, facilities to perform patient care and family and for reduction of stress. Through the banter of the clowns of hospitals, nursing staff can understand not only how who performs procedures such as apply injections, prepare and administer medications, make dressings, but, also, as professionals who can bring joy to children and, for your time, themselves. The child no longer sees them as figures associated with painful procedures, when the clown is also included in therapy of laughter<sup>(3)</sup>.

### 2. Improvement in interaction and communication with nursing staff

Through the lines you can see that the

interviewed realize that single-clown contributes to improving communication, namely the interaction with staff.

Sometimes they are afraid of something, but the distraction they end up enjoying it in a different way and end up losing the fear of some procedure. Helps a lot in interaction, communication (E1).

It's good for the kids, they look good. Sometimes I even call them to go to a room because the kids like and are calmer, it becomes easier to talk to the kids (E2).

The kids are pretty happy, right? And it gets a lot easier they can hear us and accept the care (E5).

Our children are with different eyes, shine so much joy, are happy too much (E6).

It is known that it is essential to effective integration occurs between health staff and patients, since to establish bonds of trust makes it easier to provide the care. It is necessary to seek greater interaction between professional-child-family, IE, break with the concern only of the cure of the disease; It is necessary to leave the safety zone based on impersonality in order to have the collaboration of patients and their families seeking, in fact, the humanization in care<sup>(8)</sup>.

Study<sup>(9)</sup> shows that the intervention of the clowns of hospitals not fun and entertainment, but, Yes, in a way to facilitate communication, relationship and acceptance of hospitalization and care, and in a strategy for promotion of well-being and improve the quality of life of the child in the hospital and, consequently, of the relatives, instrumental in recovering and in Watch, thus, the work of these recreationists can be understood as a facilitating tool of humanization in the environment work<sup>(8)</sup>.

In a study on Switzerland, that aimed to analyze the Office of hospital clown, has shown that their activities are important as tools of social work and by improving communication between the professionals and children. A large number of pediatric patients has difficulties in communication due to your age and the degree of interaction may seem minor, but with the clown that relationship becomes easier, because the colors and laughter are universal understanding<sup>(10)</sup>.

### 3. Helps to reduce the stress of the child and the team

The workers interviewed perceive that the clown work contributes to decrease the stress of both the children and the nursing staff, which can be identified by the following speeches:

It is apparent that the children improve. Accept our best care, become less stressed and in nursing also(E1).

There are children who have a very significant improvement. You know!!! They change of mood are less stressed, less eager and we as well (E4).

You know those clowns are important to workers, because they improve us bring joy and decreases our stress(E5).

Research conducted to analyze the influence of the clown in children who would be subjected to anesthesia<sup>(11)</sup> showed that the anxiety shown by the group that received a visit the clown was lower than the group who didn't receive it. However, when the team of workers from the hospital was questioned about the presence of a clown, proved resistant to performance due to interference in the procedures in the operating room. These data are different from those found in the present study, since not been identified any resistance from the local workers and, Yes, a way to make the less environment stressful, as well as provide security and peace of mind to patients and their families in relation to the admission process.

This same study<sup>(11)</sup> shows that laughter has influence on the recovery of the sick State of patients; they measured the amount of C-reactive protein before and after they received a visit from a comedian; the result showed that these inflammatory cytokines were significantly lower after the experience of laughter.

The lines of the interviewed has unveiled that the clowns ' work was perceived as contributor to the improvement of the emotional state of the workers themselves. The clown, with his abilities and flexibilities, ressignifica the hospital environment with interventions able to promote humor and enchantment, not only of children, but also of the worker<sup>(5)</sup>.

Research<sup>(4)</sup> that evaluated the presence of the engineer-clown in the speeches of a pediatric sector showed that the nursing Professional also realized greater ease in performing invasive procedures after the visits, as the child becomes more relaxed and less anxious, in addition to the strengthening of a greater bond with her. In

addition, the clown is still capable of promoting the relationship of nursing staff with other professionals, with students from various fields of knowledge and thus enhance the humanization of assistance through performance of amultidisciplinary<sup>(11)</sup>.

With regard to stress has been named as one of the main factors of illness of nursing<sup>(12,13)</sup> and, with the introduction of policies of humanization on assistance to health<sup>(1)</sup>, there is a constant search in the deployment of measures to improve the well-being and quality of life of patients and employees. Therefore, figures of clown, as well as your performance brings unique benefits to health care professionals, particularly nurses who remain, without interruption, with the patients<sup>(14)</sup>.

A research on clowns in hospitals<sup>(15)</sup> showed that 13.4% of visits are also aimed at health professionals, while 22.5% correspond to the children and teenagers admitted.

#### 4. Valuing the work of clown

In this category the participants of the study reveal that the recreationists-clowns are important, recognized and valued by your work; These participants request that visits occur more often. Is what displays the following lines:

I want them to come more(E2).

It would be great if the clowns came every day and even at times different, because it would help all involved (E3).

I think you should have more often, they come very shortly I think, have to be more often. The night they should come too(E4).

Look, should have all days. In the morning and the afternoon, at least right? (E5).

Should come more often, they come very little(E6).

The hospital clowns have been gradually recognized and has been highlighted in your performance, both by society in General and by the scientific community that, in the last decade, was successively showing and analyzing the benefits of your presence to child welfare and other pediatric actors. Initially present in the hospitals of war camps, the clowns color hospital corridors with the contrast between the dark colors of the hospitals<sup>(9)</sup>.

In an international study of intervention conducted with children, identified that

those who received therapy/activities with clown points and it was confirmed that significant physiological anxiety presented low, evidenced by the systolic blood pressure, anxiety behavioral tests standardized and pain after surgery, when compared to the control group. These improvements were also identified in the parents of the child. Therefore, is unveiled the importance of recreationists-clowns who perform unique importance both activity for the children and for their families and for the health team<sup>(16)</sup>.

Another study developed in Germany points out that the clowns can help hospital's pediatric patient's children in relation to stress stemmed hospitalization and, thus alleviating the feelings of fear, helplessness and sadness, favoring the healing process. In this way, has a very positive image of the hospital clown, so that could be increasingly present, routinely, in the hospital environment; the authors also recommend that your expansion since not only the patient becomes benefited from the visitors but also the team as a whole, allowing the creation of an environment less hostile and more humane for children and their families<sup>(17)</sup>.

### 5. Using the technique of clown for nursing care

The participants of the study claim that they put into practice the techniques that clowns use to provide nursing care to kids in the Pediatric Unit. That's what shows the speeches:

The clowns serve an example for us of nursing and other health professionals, with them we learn tricks, this is jokes that make our work(E2).

You end up using a little bit of what they make for the time that you are developing work with the child. You use the game, uses what they did, you use as a means right to see the child in a more cheerful, more relaxed the procedure that you're going to do. We learn to do, trying to play in time with the procedure which is sometimes a most painful thing, sometimes a thing that isn't painful at the time, but the activity itself looks, looks for the child and same for the familiar, it is quieter(E5).

The clowns teach us a lot you learn with them cope better with the kids. I learned and learn them

is a lesson in how to provide different care for these little (E6).

Use examples that work to facilitate the work of nursing is, without a doubt, be open to new models of attention. In this way, the various hospital health services in the country have sought, incessantly, humanize the assistance to patients through the encouragement and creation of spaces for the exchange of experience, the establishment of dialogue, respect for differences and social cultural and aid relations. This process of humanization happens for a variety of ways and the clown's presence allows the music, theatre, painting and other art forms in just a figure known as your red nose<sup>(18)</sup>.

Despite having as goal the strengthening of the process of humanization between the team and the patient, study<sup>(19)</sup> proves that activities have been used to improve the welfare of the child. So, take some techniques adopted by clowns can facilitate the provision of child-care, that referring to good memories left by them allows the nursing professional to perform the necessary procedures without the stress that was caused.

This study presents limitations have been exploratory and carried out in a single institution of health, not allowing the generalization of the findings. Still, configured as a limitation the paucity of studies on the subject, which hindered the comparisons of results.

### FINAL CONSIDERATIONS

The respondents realized the importance of the figure of the clown, recognized and valued your work. Noticed that the emotional relief occurs of the worker, the children and the improvement of the working environment, as well as collaboration with the provision of care and decrease of insecurity of children. With your participation occurred the emotional relief of workers, improving working environment and collaboration with the provision of care by decreasing the insecurity of children hospitalized.

It is suggested to carry out further research, with the participation of these recreationists-clowns, with different investigative methods.

## RESUMO

Estudo teve como objetivo analisar a percepção dos profissionais de enfermagem de uma unidade pediátrica que recebe visitas de palhaços do projeto SensibilizArte. Descritivo, qualitativo, realizado entre julho e setembro de 2015, com a participação de seis trabalhadores de enfermagem de uma unidade pediátrica de um hospital universitário. Os resultados foram submetidos à análise de conteúdo e classificados em cinco categorias: Bem-estar do trabalhador de enfermagem; Melhora na interação e comunicação com a equipe de enfermagem; Ajuda a diminuir o estresse da criança e da equipe; Valorizando o trabalho do palhaço e Utilizando a técnica do palhaço para a assistência de enfermagem. Conclui-se que as participantes perceberam a importância da figura do palhaço e reconhecem e valorizam seu trabalho. Notaram que com a sua participação ocorre alívio da carga emocional do trabalhador, das crianças, melhora do ambiente laboral e colaboração com a prestação dos cuidados, diminuindo a insegurança das crianças.

**Palavras-chave:** Humanização da assistência. Enfermagem. Saúde do trabalhador.

## PAYASO DE HOSPITAL: PERCEPCIONES DEL PROFESIONAL DE ENFERMERÍA DE UNA UNIDAD PEDIÁTRICA

## RESUMEN

Este estudio tuvo como objetivo analizar la percepción de los profesionales de enfermería de una unidad pediátrica que recibe visitas de payasos del proyecto *SensibilizARTE*. Estudio descriptivo, cualitativo, realizado entre julio y septiembre de 2015, con la participación de seis trabajadores de enfermería de una unidad pediátrica de un hospital universitario. Los resultados fueron sometidos al análisis de contenido y clasificados en cinco categorías: Bienestar del trabajador de enfermería; Mejora en la interacción y comunicación con el equipo de enfermería; Ayuda a disminuir el estrés del niño y del equipo; Valorando el trabajo del payaso y Utilizando la técnica del payaso para la asistencia de enfermería. Se concluye que las participantes percibieron la importancia de la figura del payaso y reconocen y valoran su trabajo. Observaron que con su participación ocurre alivio de la carga emocional del trabajador, de los niños, mejora del ambiente laboral y colaboración con la asistencia sanitaria, disminuyendo la inseguridad de los niños.

**Palabras clave:** Humanización de la asistencia; Enfermería; Salud del trabajador.

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**Corresponding author:** Camila de Souza Oliveira, Rua Antônio Piscichio, n. 200, apto. 1803, Gleba Palhano, CEP: 86050-482, Londrina, Brasil.

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