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## GRANT OF URGENT PSYCHOLOGICAL HELP

*The increase in the number of extreme situations in our country necessitates the training of specialists able to provide emergency psychological help. Despite the importance and urgency of the problems of providing emergency psychological assistance to the population in extreme situations, these tasks are currently still fairly new to psychologists in the absence of previous practical experience of participation in such events. Psychologists have to work with persons undergoing mental trauma and refugees, victims of hostage-taking, the people who survived the bombing, shelling, death of relatives, robbery and so on).*

*The purpose of emergency psychological care is prevention of pathological changes, the restoration and preservation of psychosomatic health.*

*Psychodiagnostics and treatment of psychological assistance in extreme situations have their own specifics. Emergency psychological support helps to stabilize the state of the victims, to remove or reduce acute symptoms of distress, to restore the functional state, the ability to regulate emotional States and behavior.*

*Types of emergency psychological assistance are: emergency «before psychological» help, information, psychological support, psychological intervention (intervention); identifying the negative socio-psychological mechanisms (mental contagion, panic, rumors and management.*

**Keywords:** *psychological emergency; extreme situation; psychological statu; stressful influence.*

**T**he increase of number of extreme situations in our country stipulates the necessity of preparation of specialists able to render an urgent psychological help. Despite the importance and actuality of the problems of grant of urgent psychological help to the population

in extreme situations, these nowadays remain new enough for psychologists in connection with the absence of previous practical experience of participating in similar events. The psychologists have to work with persons that overcame a psychological trauma (migrants and refugees, victims of andropepy, people that outlived bombardment, firings, death of relatives, robbery attacks and etc.).

The results of researches of questions of grant of psychological help in extreme situations are showed in works of N. Garanyan, T. Gurenkova, I. Eliseeva, M. Krukova, T. Kuznetsova, A. Lyasenko, I. Malkina-Pykh, T. Nikitina, N. Osukhova, D. Soloshenko, S. Tiunov, O. Timchenko, A. Kholmogorova, V. Khrystenko, V. Shatylo.

The aim of our article is to present the data of the generalized analysis of works in the branch of grant of urgent psychological help.

Psychological help in grave crisis conditions has the name of urgent psychological help. It is the system of brief events that get to the victims directly under the time, or at once after an emergency [1–2]. The aim of urgent psychological help is a prophylaxis of pathological changes, renewal and maintenance of psychosomatic health.

Urgent psychological help gets to the persons in the sharp stress condition. This state is an experiencing of emotional and mental disorganization.

Urgent psychotherapy interference, the nearest at terms to the carried trauma, allows to prevent many fallouts and transition of process in chronic forms.

Psychoactivator and procedure of grant of psychological help in extreme situations have their specifics. In extreme situations through the shortage of time it is impossible to use standard diagnostic procedures. Actions, including ones of practical psychologist, are determined by the plan in case of emergency circumstances.

For the grant of urgent psychological help a psychologist must [3]:  
analyse a situation (the feature of psycho-traumatic influences, amount of people that need help and etc.);

become familiar with information on the terms of work (place of stay of victims and their relatives, place, where it is possible to work with a victim, placing of victims, location of points of feeding, order of payment of indemnifications and etc.);

define the groups of persons that need urgent psychological help.

By main principles of grant of help to the persons that suffer from the psychological trauma as a result of influence of extreme situations are [4–5]:

- urgency;
- expediency;
- closeness to the place of events (grant of help in the usual situation and social surroundings);
- expectation of proceeding in the normal condition (to support the confidence in a rapid return of the injured to the normal condition);
- foresight of further development of disorders (nosotropic principle);
- prolongation of the specialized help;
- stages and following of grant of psychological help.

The tasks of urgent psychological help include the prophylaxis of sharp panicky reactions, psychogenic neuropsychic violations; increase of adaptation possibilities of individual; psychotherapy of intermediate neuropsychic violations that arose up.

One should take into account that in emergency and crisis situations the injured and their relatives need informative, social, medical and other types of help. Complex approach at the grant of help provides proceeding in the pre-crisis level of the functional state of a person, possibility to adequate perception of reality and behavior in these terms, prevention of origin of psychosomatic diseases and psychonosemas.

Specialists distinguished, systematized and described the directions of activity of brigades of urgent psychological help [6].

1) organization of work: decision-making (together with guidance) about departure, about composition of group, schedule of work, co-ordination of activity of specialists, organization of work of Telephone of trust in the situation;

2) grants of urgent psychological help to the people injured as a result of the event: consultation of relatives, and also persons on whom the event had an influence of psycho-traumatic character;

3) diagnostics of the conditions of specialists, who take part in the liquidation of consequences of extreme situation, grant of recommendations, necessary psychological and psychotherapy help;

4) generalizations and analysis of the information received during the work.

Urgent psychological help is provided in the case when as a result of psycho-traumatic events there were such changes in psychical activity, that, causing deadaptation of personality, violate the functional state of personality, and to control, possibility of making decision, adjusting of the emotional state. Urgent psychological help to the persons allows to stabilize the state of victim, take off or decrease the acute symptoms of distress, renew the functional state, ability of adjusting of the emotional state and behavior [6–7].

Urgent psychological help is provided [5]:

to the persons, having suffered directly from the emergencies, including wounded and patients;

to the relatives of the injured and to the population that is directly in the zone of emergencies or out of it;

to the witnesses of the event, that can also get a psychological trauma;

to the workers of services, that carry out rescue and other works in the zone of emergencies;

to the medical workers that provide help to the victims in the zone of emergencies and in the curative establishments;

to the workers of social and psychological services that participate in the removal of consequences of the emergencies;

to the persons that were not in the zone of emergencies and did not participate in the grant of help injured, but who suffer from the rejections developed in the state of their psychical health and behavior in connection with the influence of the stress factors predefined by the information about the situation («secondary injuring»), or before existent psychonosemas became acute, the traumas got before became actual.

Extreme situations cause changes in the cognitive, emotional, behavioral spheres of psyche of the person.

Thus, in the cognitive field at the level of processes there are violations of feeling, perception, attention, thinking, memory, and also violation of processes of decision-making, control, adjusting of emotional eigenstates.

Emotional sphere is characterized by such displays, as: alarm; fear, extreme expression of horror, panicky state; groundless aggression; anger; sense of guilt; melancholy, depression, apathy. As a result of violation of the sense of safety, loss of trust to people and, to the whole world.

In the behavioral field there is often a disorganization of behavior, that consists either in the loss of control, purposefulness of behavior (expressed in aimless activity), or in the passivity (reactions of stopping beating). In cooperation, communication there is an aggressive behavior (not always reasonable), conflicts, search of guilty, alienation.

Psychologist in the situation of grant of urgent psychological help must recognize the displays and know the dynamics of acute stress disorder that can develop in reply to the traumatic event.

The varieties of urgent psychological help are: urgent «pre-psychological» help, informing; psychological accompaniment; psychological interference (intervention); exposure of negative social-psychological mechanisms (psychical infection, panic, rumours) and their management.

At first hours and days after the event people sharply need social, informative help. Providing of possibility of satisfaction of physical necessities, safety, proceeding in a contact with the relatives, grant of information about the situation and further actions, and also about reactions that arise up in reply to psycho-traumatic events, grant of help in making decision are extremely important [8].

Psychological accompaniment, emotional support of the injured is one of the basic types of psychological help. Accompanying is temporally next to the victim, provides safety, necessary and sufficient support of the personality in heavy vital situations. Due to such influence on the emotional sphere the cognitive processes recommence and the adjusting of behavior occurs [9].

Psychological interference (intervention) is directed to the correction of the state and behavior. It can be carried out, using the methods of psychological influence, receptions, technicians of psychotherapy approaches. By the aim of the crisis interference the help, directed to the return of victim to the adaptive level of functioning, decline of negative influence of traumatic event, prevention of abnormal psychology [10].

Also there can be the task, related to the exposure of situations that require urgent intervention from the psychologist. For example, situations of distribution of rumours, that worsen the mood, mental condition of people. Individual work is with the leaders spreading them is needed. Also it can be the situation related to the risk of

infection of the emotional states (aggression, panic, hysterics) pathological forms. The presence of «audience» strengthens and assists the distribution of these states. Timely exposure of persons, with the uncontrolled forms of behavior, privation them of their «audience» allows to neutralize the intensifying of the passions both for the person demonstrating such behavior, and among other people.

Scientists and practices distinguish the following stages of grant of urgent psychological help [6–7; 11].

I. Preparatory stage. On this stage the collection of necessary for psychologists information about an extreme situation (about the victims and their place of location, about the availability of the specialists and their schedule of work, further actions of social and other services that organize the complex help to the victims) is carried out. Necessary connections are established with the organizations and departments that render a complex help to the population. A large value on this stage is spared to the analysis of the state of the matters, prognosis and planning of actions, by distribution of functions between the members of the brigade, to determination of the schedule of work.

II. Establishment of contact with the representatives of other departments. A person that is in the crisis situation can need medical, social and other types of help. Before rendering the psychological help, it is necessary to set co-operating with the specialists of other departments. It is important to expose people of high-risk who need the grant of urgent psychological help group. Grant of psychological help in envisages establishment of psychological contact with the victim. It should be noted that not all people (and especially children and teenagers) can come forward in the establishment of the contact with the initiator side, and to expound the urgent necessities and experiencing. It is related to uncertainty, sense of guilt, alarm, fear, that block realization of the necessities. Possibility of satisfaction of basic necessities (necessities of meal, safety, meaningful information and etc.) takes off the tension and gives an opportunity for creation of more safe environment, atmosphere of trust.

Except marked, the group of resource people who one can rely on in further work should be distinguished.

III. Direct grant of urgent psychological help to the injured. As an urgent psychological help is provided in the period maximally

close to the traumatic event, specialists who carry it out deal with the first stages of the reaction on it (shock in form of motive excitation, or stupor; disorganization of behavior, hysterics and other).

A large value in the work of the psychologist has a general search of resources for overcoming of the problem, crisis situation. Resources can be both external and internal. If as the external resources close people, non-material and material resources can become, the internal can become the realization of the abilities, successes in the past, remembrances about the meaningful people, nature, games, fascination and etc., or possession of new necessary skills.

IV. Completion of work. About the possibility of completion of work from the grant of urgent psychological help the proceeding in the functional state of personality, acquisition of control sense testifies after the situation, own behavior, appearance of the resources for overcoming of the problem. On the background of the gradual renewal there is a possibility of appearance of aggression, irritability. If these reactions allow to the person to independently begin to settle the problems, then such behavior can already be considered as self-possession.

It is important to understand that on the renewal after heavy traumatic events the time and in future the independent work of a person with the trauma in form of experiencing are needed presents a natural and dynamic process.

In case of co-operating with the specialists from the other departments the completion of work comports with them.

V. Analysis of process and results of activity. The analysis of activity comes true both in the process of grant of help and on its completion. Data are summarized, compared, the specifics of separate cases is found out and described, regularities are fixed. Sufferet errors and events that give a positive result are analysed. There is a report on the executed work, in which it is marked: time, event, place, situation, interdepartmental cooperation, state and other descriptions of the victim, character, result of the given psychological help.

VI. Renewal stage. Consists of a good rest of psychologists after work, in the discussion and working out the totals of work, supervision of the difficult cases.

Thus, the problem of grant of urgent psychological help to the population in the extreme situations is extraordinarily important for us. Except determination and understanding of main principles, aim, stages of realization of urgent psychological help, not less attention is needed to be paid to the question of application of methods and receptions of realization of its tasks.

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