

# The Main Factors of Socio-Psychological Assistance to Citizens in Emergency Situations

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**Annotation:** This article covers in detail the organizational aspects of providing psychological assistance to citizens in case of emergency situations and establishing the conditions of behavior and movement in them, as well as providing urgent psychological assistance in emergency situations.

**Keywords:** emergency situation, fear, service personnel, citizens, psychological, impact, person, emergency psychological assistance.

**Introduction:** The direction of protection of the population in an emergency, one of the methods, is the rapid and talopheless evacuation of our citizens, the evacuation of the [1] population in emergency situations of various characteristics, the most basic tasks of the heads of all facilities, organizations and institutions. The coverage of the problem of psychological protection in emergency situations in the scientific literature, it is in the science of psychology that we can witness a shortage of scientific literature dedicated to the problem of psychological protection in emergency situations and capable of detailing all its directions, it is possible to separately note scientific research that can show the need for the problem of psychological, we will have to research some general aspects related to the methodology of psychological protection in them from the point of view of the science of Social Psychology. The main task of providing psychological assistance is the Prevention of negative situations in the wake of emergencies, the realization of the process of adaptation to new conditions, the activation of adaptive and compensatory resources of the individual.

**Main part.** Emergency psychological assistance is a type of psychological activity provided in emergency situations. This is due to the special conditions under which the psychologist must engage in professional activities, and it is necessary to provide urgent psychological assistance immediately [2] after an event that has a strong emotional impact on the cognitive and personal spheres of a person. It can be man - made or natural emergencies, stressful factors arising from influences such as traffic accidents, the death of a loved one. As can be seen from the above, urgent psychological assistance is short-term assistance to people who have experienced a strong stressful effect. About the peculiarities of experiencing stress and methods of dealing with it, psych construction is transferred not only to victims, but also to their loved ones, relatives, as well as specialists working in emergency situations. For them, a whole set of psychotherapeutic methods is used:

- Behavioral psychotherapy methods that help get rid of emotional arousal, anxiety, panic reactions;
- existential methods of psychotherapy that allow you to accept the Lost situation, relieve mental pain and direct the individual in search of Reserve Psychological opportunities. [3]

Another group of people who need psychotherapeutic assistance in the emergency zone are rescuers, law enforcement officers, doctors, etc.

The strongest psychological stress has a huge impact on professionals working in emergency situations. Therefore, very strict requirements are imposed on emergency services specialists. More precisely, the ability to identify symptoms of psychological problems in oneself and in colleagues, to master the methods of empathy, to take measures of psychological relaxation, to relieve emotional stress. Having such skills in crisis and extreme situations is of great importance not only for the

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Prevention of mental injuries, but also for increasing stress resistance and willingness to act quickly in emergency situations. [4]

Kryuchkova M.A, Nikitina T.I and Sergeeva Yu.S determine the main reaction of a person to an extreme situation and the types of first psychological assistance. Hallucinations are manifested in the fact that a person experiences the presence of imaginary things that do not currently exist, without emotional stimulation, can appear spontaneously (he hears voices, sees people, smells, etc.).

First aid: call medical personnel, ambulance team. Make sure that the victim does not harm himself and others. Separate the victim from the surrounding and dangerous objects. Don't leave him alone. Try to talk to the victim in a calm voice, do not argue, agree with him in everything; do not try to convince him. If a person experiences stress for a long time, [5] but does not achieve any results, or stops seeing the meaning of his activity due to a serious failure, apathy may appear.

In an emergency, this can happen if someone cannot save or if a loved [6]one has died. As a result, there is a feeling of fatigue, in this state a person does not want to move or talk; there is also no strength to show his feelings. A person can remain in a state of apathy for several hours to several weeks.

If you do not provide the necessary psychological support for a person who is in this state, apathy can turn into depression. The main symptoms of apathy are manifested in an indifferent attitude to the environment Motor excitement. [7] As a result of exposure to a stressful situation, motor arousal may appear in the victim, which can be dangerous both for the victim himself and for those around him. When providing psychological assistance, first of all, make sure that it is not dangerous for you, in this case, find a way to stop a person's physical activity. The main signs of engine agitation are: meaningless, sharp movements, often aimless; speaking too loudly or increasing speech activity; a person does not respond to other people's reactions (requests, commands and comments).

**Conclusion.** Preparing the population for action in emergency situations, the formation of mental stability, the education of the will, the level of psychological training of citizens are one of the most important factors that determine the effective response to emergencies and their consequences. The manifestation of the slightest confusion and fear, especially at the beginning of an accident or disaster, can lead to serious and sometimes irreparable [8] consequences. It is obliged, first of all, to take measures to immediately mobilize the team, showing personal discipline and restraint.

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