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Psychological Support of Emergency Rescue Operations in Emergency Situations

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Abstract: The situation in the world is characterized by a marked increase in the number and scale of accidents, disasters and emergencies. In the prevention and elimination of natural (earthquakes, floods, volcanic eruptions, etc.), man-caused (accidents and catastrophes in industry and transport), biological and social (especially dangerous and widespread infectious diseases, epidemics, etc.), environmental and social political (wars, social unrest, terrorism, ethnic and ethnic conflicts) emergency situations, not only the activities of the Ministry of Emergency Situations divisions play an important role but also the consideration of many socio-psychological factors. In this regard, within the framework of psychology, the problem of psychological aspects which in one way or another accompanies emergency situations is of great importance. The given work is devoted to illumination of these aspects.

INTRODUCTION

Psychological features of the causes of emergencies are: the causes of Emergency Situations (ES) are mainly related to three factors. The danger grows faster than a person's ability to resist it. The price of the error grows: people tend to get used not only to the danger but also to the violation of the rules[1].

Certain properties of the "human-machine" system, conditioned by the position and role of man in the system were called "human factors in engineering". They represent the integral indicators of the connection between a person, a machine, an object of activity and the environment, manifested in the process of human activity in the system and its functioning as a whole and related to the achievement of specific goals. Human factors in technology are generated during the interaction of a person and the technical system and are the source of both effective and ineffective management. Accidents at the US nuclear power plant Tri-Miles Island, the chemical plant in the Indian city of Bhopal and the Chernobyl nuclear power plant, the causes of which were errors of operators, caused by design flaws in equipment and systems, forced the engineers to look for answers to the following questions:

- What is a human error?
- How is human reliability measured?
- What factors influence human reliability and how can they be integrated into the functional processes and design of products and systems?

When is the most timely and who should consider the contribution of human reliability to the reliability of processes and systems in general? A special international standard "Guidance on Applied Aspects of Human

Reliability" was developed, in which these questions are considered in detail. The evaluation of human factors in engineering should include where possible, modeling or actual completion of tasks; the verification of tasks in which the participation of a person is critical with respect to such factors as speed, accuracy and reliability; a representative sample of the foreseen or not provided tasks for maintenance and repair of equipment; description of prospective auxiliary technical means, equipment for training, etc. identification of discrepancies between the required and received data about the task as well as the criteria for the acceptability of the task[2].

Some of these factors are related to the characteristics of a person, bad habits or illnesses. For example, in people with an inert nervous system characterized by a low speed of the flow of mental and thought processes, a low speed of movement, a slow switching of attention from one activity to another, so that, in difficult situations they do not have time to navigate, make a decision and execute necessary actions. For occupations where there is a high probability of emergency situations requiring rapid solution (air traffic controllers, power system dispatchers, emergency situations operators, pilots, drivers, etc.), people with a weak or inert nervous system can be dangerously dangerous: they will perish themselves and destroy others. Thus, taking into account the properties of the nervous system and the characteristics of temperament is important for reducing accidents in these occupations. The addiction to alcohol and drugs adversely affects thinking, behavior and other areas of the psychic life of a person. Increase susceptibility to injury, dissatisfaction with his work, lack of interest in it, because in this case, he is not able to psychologically concentrate his attention on the exact implementation of actions, resulting in increased likelihood of incorrect dangerous actions.

Some of the risk factors are not associated with the disease but are a consequence of unpreparedness, untrained, etc. Inexperience leads to an increase in the probability of errors, to experiencing uncertainty, anxiety due to the realization that errors can occur[3].

This constant nervous tension leads to rapid fatigue and the emergence of new mistakes. Increasing their professionalism, having accumulated experience, a person is much less exposed to the danger of accident. Insecurity, even for a small period of time, can have tragic consequences. The actions of the employee can be considered reckless if he is inattentive in carrying out work that requires concentration of attention, switches it to extraneous objects and phenomena, or to his thoughts and experiences not related to work, if he does not coordinate his movements and deeds with the requirements of the situation and features of the production process, if for any reason does not use protective devices. The ability of a person to be cautious and prudent pro¬ shows in the rational management of his attention; correct use, when necessary, conscious control of their labor activities and when possible and permissible actions based on developed automatic skills; disciplinary, mandatory use of means of protection; maintenance of order in the workplace; control of the correctness of the equipment. The probability of an emergency situation increases if the following unfavorable factors occur:

Information interference and information overload (a person could not correctly receive the necessary information and this led to an error) or information "under-load" (information was missing or it was not enough to choose the right action, or the person lost vigilance in monotonous conditions. absence of meaningful information) are risk factors when information is received[4].

Inadequacy of perception, negative attitudes, prejudices, etc., risk factors in information processing; lack of information, time limit for decision making, inadequacy of sensory motor reactions, difficulty of action due to inconvenient equipment, inconvenient workplace, etc. Factors of risk when making and implementing decisions.

These factors can not only play a temporary role in increasing the risk of accidents, but sometimes also increase the risk for a long time due to ergonomic mismatch of equipment, equipment, means of information display, the volume of information flow to the psychological possibilities and abilities of a person in receiving, processing information, realities ¬action of actions. In this case, to increase the reliability of work of man and technology, to reduce the risk of disaster, it is necessary to optimize equipment, workplace information load.

In a number of emotional states, emotional excitement, emotional tension and emotional tension are singled out. Emotional excitation is the activation of various functions of the body in response to emotional (i.e., stimulating emotions) factors. Emotional arousal is not usually associated with active volitional actions. Emotional tension is a state characterized by activation of various functions of the organism in connection with active volitional acts, purposeful activity or preparation for it, anticipation of any activity or danger. Emotional arousal and stress can develop into emotional tension, a state characterized by such a degree of emotional reactions that causes a temporary decrease in the stability of mental processes and professional performance. Thus, if excitation and stress are processes of strengthening numerous functions of the body and it is biologically expedient, then with stress, there is a pronounced dissociation, discoordination of the body's functions, a decrease in reliability, productivity or complete loss of efficiency. Tension can be manifested in various forms: a recalcitrant form in the form of general inhibition; in an excitatory, impulsive form with erroneous, unintelligible,

chaotic actions "on the contrary"; in a diffuse form, combining and alternating both types of tension. The most characteristic manifestations of tension are a temporary deterioration in perception, a decrease in the amount of attention, memory, erroneous, distorted reproduction in memory, a decrease in logic, critical thinking, down to absurdity, a sharp deterioration in coordination, accuracy, speed of action[5].

Very often in the preceding accident or accident of a moment, their originator has a kind of confusion, an abnormal mental state, panic caused by the fact that a person unexpectedly sees the danger that has arisen. Emotionally, this is accompanied by anxiety, fright which in turn, violate the consistency of actions, inhibit thinking and cause its defects which prevents conscious control of activity and causes inaccurate, rash movements, proceeding according to the type of unconditioned reflex. Such movements are often superfluous precisely for this work activity and therefore lead to the completely opposite result: they do not serve a person but on the contrary, cause harmful effects. There are, of course, cases when such movements achieve the desired goal. This happens when, in order to avoid danger, you do not need a learned working movement (for example, stopping the machine) but simply an instinctive defensive movement (jump off, throw away a hot thing, etc.). Thus, the state of panic is characterized by defects in thinking, loss of conscious control and comprehension of occurring events, a transition to instinctive defensive movements that may partially or completely not correspond to the situation (for example, a person rushes without realizing what he is doing, or, on the contrary, it becomes stiff, it's tethered) which aggravates the severity of the consequences of the ES[6].

Psychological states of people in emergencies: Mental conditions of people with ES are diverse. At the beginning of the emergence of an extreme situation, behavioral responses of people are determined by the instinct of self-preservation, but the level of such reactions is different: from panic meaningless to consciously targeted actions.

Hyper-mobilization in the initial period of danger is inherent in almost all people but if it is combined with a state of panic, it may not lead to the salvation of man. He has a loss of orientation, the correlation between the main and secondary activities is disrupted, the structure of actions and operations disintegrates, the defense reaction is exacerbated, in other cases he renounces his activity than accelerates his death[7].

People who have survived in an extreme situation, for a long time, experience some or other pathological changes in the psychic sphere (posttraumatic syndrome). Among the psychopathological changes after traumas, accidents in people most often occur depressive states 56%, psychogenic stupor 23%, general psychomotor agitation 11%, delirium-hallucinatory states 5%, inadequacy, euphoria 3%, nightmares in a dream 90%, irritability, guilt, loss of desire to live and other manifestations. To remove these psychological violations requires special psychotherapeutic assistance provided by a psychologist and psychotherapist. The survey of the members of the rescue teams showed that they have changes in their mental state when they are in the emergency zone. In most cases, rescuers experience fear and horror from what they saw, in 20% of cases, their own condition was characterized as pre-occlusive: people experienced dizziness, headaches, nausea, vomiting. Half of the rescuers in the days following the termination of work kept mental disorders: nightmarish dreams, sleeplessness at night, drowsiness during the day, depressed mood increased irritability[8].

For rescue work it is necessary to select people with high emotional stability. Otherwise, 20-30% of the rescuers themselves experience a psychologically shocked state, can't perform rescue operations, they have long-term residual mental disorders.

Psychological methods of reducing the risk related to the human factor consist in training the concentration of attention, training in emergency situations, adaptation, control of fear, fussiness, panic, psychological stability and readiness for action (foresight of danger, skills of overcoming the danger). In this case, the property of people managing technical facilities or serving them, resisting mental and physiological disorders determines psycho-physiological safety in the emergency situation.

After the tragedy at the Chernobyl nuclear power plant which revealed the potential for human factors, at the present time, all measures have been taken at the nuclear power plant to prevent erroneous human intervention due to repeated duplication, re-testing of the operator's actions, high level, responsible for safety at nuclear power plants in the performance of design and commissioning works.

Psycho-physiological capabilities of a person under extreme conditions are taken into account. when there are signs of an emergency. In such conditions, the individual requires pre-determined concentration, clarity of actions, the ability to make timely, error-free decisions or decisions, the probability of unfavorable consequences of which would be close to zero[9].

Carried out a careful selection of operators for their ability to recognize and localize an emergency stop (according to certain methods of assessing the effectiveness of a person in such an environment). Natural human capabilities for recognition, localization and elimination of emergencies are limited. Operators are being trained to expand such opportunities and to inculcate solid skills for dealing with acute shortages of

time. Taking into account human capabilities in stressful situations, the requirements for the reliability of the control object (or service) and for the means of ensuring security must be worked out.

The operator's activity is fraught with errors that can lead to a decrease in the effectiveness of recognition of signs of complication of the situation, the approach or emergence of an emergency situation, and to a decrease in the effectiveness of actions to localize and parry the unfavorable development of the emergency situation[10].

Errors of the operator arise in the process of perception of information (sensory errors), in making decisions (logical, heuristic) and in implementing decisions (operational, motor).

Sensory errors are associated with changes in the sensitivity of analyzers (visual, auditory, tactile, vestibular) under the influence of various adverse factors, including ES and lead to a distortion of the primary (initial) information about the state of the controlled object.

The main causes leading to logical, heuristic, operational and motor errors are an acute shortage of time in the process of C. This leads to an excessive psychic load of the operator. Errors associated not with an emergency situation, usually refer to the human factor.

The influence of the human factor can be strengthened or weakened by the features of the layout of the operator's workplace, its psycho-physiological state, the quality of the instructions governing the process of managing the facility, organizing the technological sequence of training, performing operations, and monitoring the results of their implementation[11].

The safety of the object is affected by the degree of automation of its management. With the constant use of automated control systems, the operator loses his professional skills and, if the automation fails, he may be psychologically and physically not ready to switch to manual control in a timely manner. In the event of an emergency situation, a person's activity is reduced to four successively realized stages:

- Search, perception and decoding of information
- Estimation of information and allocation of a set of information indicators
- Formation of a conceptual model of activity and decision-making
- Practical implementation of the decision

The fourth stage sums up human activity in the three previous stages and mistakes made at this stage can negate all the work of the operator performed in the previous stages of activity. This must be taken into account in conditions of increased stress. The degree of professional fitness of a person as a corresponding link of automated control objects should be evaluated according to the criteria that take into account not only his psycho-physical characteristics (reaction speed, memory features, tracking accuracy, etc.) but also specific behavior ability to make correct decisions in emergency situations. At the same time, the effectiveness of a person's work depends mainly on his psychological preparation for actions in emergencies[12].

The quality of psychological preparation for emergencies: To assess the quality of psychological preparation for emergencies is feasible in three types of situations that differ significantly in the specificity and strength of the emotional impact on the human psyche:

- Studied in advance but arising suddenly
- Previously not lost, not meaningful and emerging on the basis of the sudden appearance of previously unseen combinations of failures and unfavorable accidents
- With immediate threat to the health or life of the operator. When assessing a person's preparedness for work in an emergency situation, it is necessary to take into account
- Timeliness of human identification of the reasons that led to the emergence of emergency situations
- The correctness of the decision to assign the given emergency to one of three types for the formation of a conceptual model of the activity which includes an assessment of the situation and the development of an activity plan
- The correctness of forecasting the development of events and the effectiveness of their actions aimed at localization or liquidation of emergencies

To value the quality of the professional training of a person for his activity, taking into account the psycho-physiological indices of his functional state under the conditions of the influence of individual stress factors and their complex impact, both under laboratory conditions and in conditions close to real[13].

Psychology of human behavior in emergency situations: Questions of human psychology in emergency situations should be considered in order to prepare the population, rescuers leaders for action in extreme situations.

When considering the issues of human behavior in emergencies, much attention is paid to the psychology of fear. In everyday life, in extreme conditions, a person constantly has to overcome the dangers threatening his existence, which causes fear, that is, a short-term or long-term emotional process, generated by a real or imaginary danger. Fear is an alarm but not just an alarm, but a signal that provokes a person's likely protective

actions. Fear causes unpleasant feelings in a person this is a negative effect of fear but fear is also a signal, a command to individual or collective defense, since, the main goal facing a person is to remain alive, to prolong their existence.

It should be borne in mind that the most frequent, significant and dynamic are unconsidered, unconscious actions of a person as a result of his reaction to danger[14].

The most dangerous for a person are factors that can cause his death as a result of various aggressive influences these are various physical, chemical, biological factors, high and low temperatures, ionizing (radioactive) radiation. All these factors require different ways of protecting a person and a group of people, that is, individual and collective methods of protection which include: the desire of a person to retire beyond the limits of the action of the damaging factors (escape from danger, shield, etc.); an energetic attack by a person of a source of possible damaging factors to weaken their action or to destroy the source of possible damaging factors.

Under the group behavior of people in the ES understand the behavior of most of the people in the group and faced with a sudden and dangerous incident or threat of such an incident that affect the interests of all people. This is associated with real or potential material losses, human victims and is characterized by a marked disorganization of public order.

Group behavior of people is associated with the same external event and depends on such emotional factors that are associated with the group frame of mind, rather than with the individual properties of the human psyche. This is evidenced by the statistics of catastrophes, the fate of the victims, the actions of rescuers and the behavior of the surrounding population which itself did not suffer from the effects of emergency situations[15].

Categories of behavior of people in emergency situations: The behavior of people in extreme situations is divided into two categories: cases of rational, adaptive behavior of a person with mental control and management of the emotional state of behavior. In many extreme situations, no pathological behavior of people was observed and people were adapted to the situation, calmness was preserved and protection measures were implemented, mutual assistance was provided and measures were taken to restore the disturbed order of life. This behavior is a consequence of the exact implementation of instructions and orders of management in cases of emergencies. It should be remembered that the implementation of orders and instructions prevents the spread of anxiety and anxiety and at the same time, does not preclude the exercise of personal initiative in the field of their protection.

Cases that are negative, pathological in nature are characterized by a lack of adaptation to the situation when people by their irrational behavior and dangerous to others, increase the number of victims and disorganize public order. In this case, there may come a “shock retardation”, when a lot of people become confused and non-initiative, and even simply distraught. A special case of “shock retardation” is panic when the fear of danger takes possession of a group of people. Usually panic is manifested as a wild, disorderly flight when people are guided by a consciousness that has been reduced to a primitive level (primitive man’s reaction to fear). It can be accompanied by a real frenzy, especially if there are obstacles on the way, the overcoming of which is accompanied by a large number of human casualties[16].

Panic reactions can also occur in a group of people in enclosed spaces with an unknown layout, when a person experiences a threat to their lives. Many people in these cases believe that they can`t be saved almost instantly, they are instantly exposed to the feeling of mass fear, especially if there are unbalanced people in the group and there may not be >2% of the whole group.

Psychologically, panic is very contagious, since it is associated with the manifestation of “herd instinct”. It is necessary to know that precautionary precautions can’t fully guarantee the possibility of panic but can significantly reduce it, so the adoption of such measures is mandatory.

Methods for preventing panic reactions: The basis for the prevention of any psychological phenomena is an analysis of the features of the emergence and course of various forms of individual and collective fear reactions (panic attacks).

The selection of persons to work on hazardous occupations and especially the managers of production teams (there are individuals with an increased level of risk). The accumulated experience in the study of catastrophic situations allows one to assert the position about the presence of persons (psycho-pathy, nervousness) inclined to create accidents and to inadequate actions in a threatening situation.

Training in safety issues and educational work to create in the minds of people caution, prevention and reasonable behavior in emergency and emergency situations. A person working in hazardous industries must:

Know their responsibilities for disaster prevention and be responsible not only for the occurrence of accidents but also for the nature of their actions when leading the masses in fires and other emergencies[17].

Have a psychological readiness for actions in the emergency situation, be aware that an explosion, fire or other phenomena is a real danger and be prepared not only for the prevention or stoppage of the catastrophic

process but also for the leadership of the masses of people. Know the schedules of work shifts and schemes of action in critical situations. Participate not only in business games but also in emergency games which contributes to the knowledge of the problem and the formation of automatic actions in emergency situations.

The main task in emergency situations and during a disaster is the preservation of people's peace and quick sensible activity. This is achieved through information tools and an example of the actions of others. People should know and understand that the people are dying in a crush.

Management of a mass of people is the basis of prevention of panic attacks. The panic reaction is always the induction of fear, the loss of the degree of conscious leadership, and the occasional seizure of "guidance" by people's actions by persons in a state of fear and acting unconsciously, automatically. These people brighten the actions and speeches (screams) excite others and actually carry people behind them in connection with fear in a state of narrowed consciousness and acting automatically without assessing the current situation. In a state of fear, people are easily manageable and can be attracted to safe and objective activities. If mass management is carried out by a conscious person, then people retain the ability to act rationally and protect their lives[18].

A special role in the prevention of fear is exercised by the person's employment (position) and the demonstration of the organization of the actions of the surrounding persons. So, the soldiers, attracted to save children with repeated shocks of the earthquake, did not feel fear unlike people who were not engaged in anything. In an acute situation or a threatening situation, it is necessary to remove (fix) people capable of inducing fear and involving people in dangerous activities. Their influence on others should be suspended, since induction (transfer) of their actions to the mass of people can occur. In the management structure of a large number of people, the alarm system plays an important role: loud-speaker notification, light and sound signals, exit signs, directions of movement and other means.

Loud-speaking warning of the population (loudspeakers in the streets, in the premises) allows to ensure the safety of actions of people in a crisis (catastrophic) situation. It is reported of the danger of using the elevator (stopping and impossibility to leave it) and giving instructions on actions to protect and exit from the danger zone, etc[19].

Information and psychological recommendations on the impact on people in emergency situations. A reliable source of information in the period of natural disasters and liquidation of their consequences is associated with the central executive authority in the area. In order to prevent unwanted psycho-emotional reactions of people, panic moods, it is advisable to strengthen local authorities at the level of heads of city districts, townships with information resources of the subject of the Federation and the federal center.

Local mass-media (in comparison with the central media) in the period of natural disasters and the elimination of their consequences have a greater impact on people's consciousness, since newspapers, television, radio of a particular region are directly involved in extreme conditions of their life, in the process of eliminating the consequences of emergencies[20].

Information messages for residents of settlements affected by a natural disaster must undergo rapid psychological examination. For all sources of information, appropriate recommendations should be prepared, based on knowledge of the psychological patterns of people's perception and processing of information under stress.

Measures to eliminate the consequences of natural disasters should be "tied" to natural cycles and daily rhythms of human life (unless, of course, the suspension of emergency recovery or their slowdown does not threaten the emergence of new victims).

The lack of information about the event promotes the emergence of rumors and any disinformation. If the authorities are late with informing the population, naturally, spreaders of rumors and gossip appear.

Objectively calms any information coming from a trusted source. People and first of all adults, need true information coming from the authorities or from competent specialists. More often, those who are closer to the source of information feel more calm and confident, even if it is not the most promising.

To a lesser degree people who from the very beginning of an emergency event joined in practical, socially useful activity (there are practically no psychic manifestations) suffer.

It is necessary to continue to study and generalize the experience (including foreign) of psychological information impact on the population in the period of various emergencies.

The Psychological Service of the Ministry of Emergencies of Russia was established in 1999 and currently it unites specialists and structural units in the regional centers of the Ministry of Emergency Situations of Russia, the main departments of the Ministry of Emergency Situations of Russia of the subjects of the Russian Federation, educational institutions and research institutions of the Ministry of Emergency Situations of Russia, as well as specialists in organizations, Military units, rescue units, fire units[21].

Organizational and methodological guidance of the psychological service is entrusted to the State Institution "Center for Emergency Psychological Assistance of the Ministry of Emergencies of Russia". The state institution "The Center for Emergency Psychological Aid of the

Ministry of Emergency Situations of Russia" was established on September 17, 1999 as a branch of the All-Russian Center for Emergency Radiation Medicine of the Ministry of Emergency Situations of Russia (St. Petersburg). January 1, 2004 on the basis of the order of the Ministry of Emergency Situations of Russia from 25.04.2003 No. 218 "On the creation of the psychological service of the Ministry of Emergency Situations of Russia" the Center received an independent status in the Ministry[22].

Since, 2002, the Center for Emergency Psychological Assistance of Ministry of Emergency Situations of Russia is headed by the candidate of psychological sciences Yulia Shoigu.

The main tasks of CEPA are: Psycho-diagnostic support in the Ministry of Emergency Situations of Russia system is a set of activities aimed at studying the emotional, personal and motivational and volitional characteristics of the professional contingents of the Ministry of Emergencies of Russia, identifying their suitability for performing professional duties or training in a particular specialty as well as dynamically monitoring them psychological state during the period of service (work, study) in order to identify the presence and severity of psychological consequences associated with the business activities.

Activities for psycho-diagnostic support include: professional psychological selection; psycho-diagnostic monitoring; post-expedition survey of professional contingents involved in the elimination of the consequences of emergencies. Psychological training and counseling is aimed at training and the formation of professionally important qualities, psychological knowledge, skills and skills of personnel of Center for Emergency Psychological Assistance of Russia, maintaining their professional health and longevity, and preventing the consequences associated with the performance of official duties.

Within the framework of counseling work, psychological counseling is provided to employees of the Ministry of Emergency Situations and their families; psychological counseling of the population; carrying out psycho-correctional and psychotherapeutic group sessions with the Ministry of Emergency Situations staff in order to optimize their mental state; the provision of psychological assistance to employees of the Ministry of Emergency Situations, who participated in the liquidation of the consequences of emergency situations.

Rehabilitation work the main task of rehabilitation activities is to restore, maintain, preserve occupational health and prevent the consequences of occupational stress among employees of the Center for Emergency Psychological Assistance system. This is ensured by:

Carrying out complex measures aimed at correction and compensation of violations of mental functions, states and personal status of the specialists of the Ministry of Emergency Situations, involved in emergency rescue operations in emergency zones.

Implementation of psychotherapeutic and psychological assistance to family members of the Ministry of Emergency Situations. Psychological support of emergency rescue operations, rendering of emergency psychological assistance to the victims as a result of emergency situations and natural and man-made disasters. Providing emergency psychological assistance to victims in emergency zones is one of the priority activities of the Center. Since, its inception, CEPP psychologists have been involved in escorting rescue operations in the aftermath of major emergencies, providing emergency psychological assistance to the victims and their relatives. Since January 2006, the Hotline, 24 hours a day, is working at the Center for Emergency Psychological Aid whose staff provides round-the-clock operative watch, provides emergency psychological help by phone to various categories and groups of the population, and carries out outreach during emergency situations. During the year, the department's staff provides psychological assistance to over 6,000 people who applied[23].

In order to further develop the system of rendering psychological assistance and increase its accessibility, in 2008 the project of the Internet service of emergency psychological assistance to the population was launched on the basis of the MES portal. Psychological Internet service is a system that implements the human right to receive qualified help in any place and at any time, providing the average user with access to modern psychological resources.

In the mode of interactive counseling, psychological assistance can be immediately provided to people in crisis situations.

Scientific and methodical activity: The Center conducts scientific research work, a number of specialists have a scientific degree of candidate of psychological sciences. The Center cooperates with the educational and scientific institutions of the Ministry of Emergencies of Russia with other departments on the specific issues of its activity. On the basis of the Center, continuing training courses for the staff of the psychological service of the Ministry of Emergency Measures of Russia under the program "Psychological Support of Emergencies" are held. In the framework of the agreement on cooperation with the Faculty of Psychology of Moscow State University. M.V. Lomonosov and the public organization "Student's Corps of Rescuers", the staff of the Center conducts training for students on the program "Emergency Psychological Aid in the Emergency Zone"[24].

The main promising areas for the development of the psychological service of MES of Russia are: development and implementation of the concept of psychological

support for MES of Russia specialists, based on the principles of integrity, continuity and coverage of all stages of professional development, development and functioning of the specialist which is necessary to preserve the professional health and longevity of various professional contingents of MES of Russia.

Development and improvement of the system of rendering emergency psychological assistance to victims in emergency situations of natural and man-made nature with a view to minimizing their consequences[25].

At present, the "Concept of the development of the psychological service of the Ministry of Emergency Situations of Russia for 2009-2011" has been adopted which determines the activities and ways of development of the service for the nearest period.

CONCLUSION

In the conditions of catastrophes and natural disasters, the severity of neuropsychiatric disorders in the population depends on many factors: age, gender, level of initial social adaptation; individual characteristics; additional factors at the time of the disaster. These facts force us to say that issues related to the provision of psychological assistance in emergency situations can`t continue to remain within the framework of one department but acquire state significance.

Experience shows that leaders who make responsible state decisions sometimes do not know, do not understand and do not take into account the psychological patterns and socio-psychological phenomena accompanying developments in extreme situations. Such decisions and actions lead to an increase in psychological and social problems, therefore, the psychological competence of the law enforcement agencies and the leading section, as well as the population itself, is of utmost importance for ensuring the psychological safety of the population. Accounting for the psychological characteristics of people allows you to take the most appropriate measures in any given situation.

A special place in the system of psychological security is occupied by the information-psychological aspect associated with the formation of mass consciousness of the population.

An important role in ensuring psychological safety in the emergency is played by the Center for Emergency Psychological Aid. Employees of this center ensure the preparation of the service of the Ministry of Emergency Situations and the rehabilitation of them, as well as relatives and victims in the event of an emergency.

In this study, we examined the psychological features of the causes of emergencies, the behavior of the population in them, aspects of qualitative preparation for emergencies and the psychology of population behavior in emergency situations. All this is unquestionably important and it is necessary to know to provide more and more psychologically safe behavior of the population in conditions of emergencies.

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