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Problematic aspects of at the scene police work with victims of terrorist acts on the territory of Ukraine

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Abstract

The relevance of this study is conditioned by the fact that as of 2024, the population of Ukraine will be subjected to mass terror in the form of air strikes by a military adversary, and therefore law enforcement officers must provide qualified first aid and psychological support at the crime scene. The purpose of this study was to investigate the effectiveness of police officers' work at the scene of a terrorist attack and to identify barriers that have a negative impact on establishing contact with victims. The necessity of scientific development of a mechanism for involving professional psychologists – specialists in life crises in work with victims was substantiated. The following theoretical and empirical methods were used to achieve the objectives: surveys and questionnaires, extrapolations, and synergistic methods. The empirical study found that since the declaration of martial law in Ukraine, the range of risks to the life and health of police officers working in the stressful conditions of military conflict has considerably expanded. This necessitates improving the system of professional and psychological support and training of police officers. The study examined the specifics of police work with victims at the scene of terrorist acts, their psychological state related to such work. It is proposed to revise the legislative framework governing the interaction of police officers with other services in eliminating the consequences of terrorist acts. Based on the analysis of foreign scientific studies, it is proposed to use an unmanned aerial vehicle with artificial intelligence to identify persons in need of emergency assistance in the area affected by a terrorist attack. The study emphasised the significance of familiarising police officers with emergency first aid protocols during their in-service training and additional training to master the rules of providing the necessary assistance to victims. The practical significance of the study is that its results can be used to improve the process of supporting the activities of police officers under martial law

Keywords:

terrorism; first aid; psychological support; law enforcement agencies; communication support

Introduction

During the active hostilities of the aggressor country against Ukraine, the latter is subjected to massive missile and artillery attacks by the aggressor. Almost every day, air raid warnings are sounded in the country and a

number of settlements are subjected to air strikes. Missile impacts or their fragments cause considerable damage to infrastructure, private property, people, and animals (Dankévych, 2023). Eliminating the consequences

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of bombing, rocket attacks, and artillery shelling requires coordinated action by the Ministry of Emergency Situations and law enforcement agencies, as all rescue services and law enforcement agencies are the first to arrive at the scene of damage. Their activities are aimed at conducting rescue operations to quickly find victims in need of assistance. Apart from the search, the police officers involved are also involved in recording the criminal event and preparing materials for the investigation. During this period, communication with the victims and their families is overloaded, requiring time and special interaction skills. The person is often in a state of fear of death, helplessness, loneliness, hysteria, stupor, or complete disorganisation. Therefore, to fulfil their duties at the scene, it is necessary to provide proper pre-medical and psychological assistance in a short time, using a wide range of available means of communication to establish interaction.

Y. Oliynyk *et al.* (2022) tried to reveal innovative ways to establish interaction with a person in crisis in the context of military operations using mobile phones. The researchers highlighted the traumatic, socially stressful, intra-conflict life-crisis consequences of the stress experienced, which should be considered by police officers when providing first aid and psychological assistance. O. Yatsyna (2022) covered the consequences of the impact of hostilities on a person, which are manifested in mono- and multi-traumas. The very threat of injury causes a sequential trauma over time, which makes it impossible to fully confide in the interlocutor. P.V. Teslyuk (2022) found that armed conflict and captivity increase the risk of post-traumatic disorders by 60-80%, which require further therapeutic work.

During the full-scale invasion, the issue of providing qualified first aid and psychological support became essential. Police officers must not only acquire knowledge, skills, and abilities, but also successfully apply them in practice. Especially if many people need help in one place and at one time. Z. Sivers (2021) investigated the predictors of the success of law enforcement and rescue services at the scene of an emergency and identified the key competences that everyone working in the affected area should have (stress resistance, tolerance for empathy, etc.). O. Konev & O. Gerashchenko (2022) proposed modern algorithms for the phased provision of premedical care in the evacuation zone with triage of victims, as well as in case of a long delay in their transfer to medical facilities. J. Lu *et al.* (2023) proved the feasibility of using an intelligent triage system based on unmanned aerial vehicles (UAVs) in mass casualty incidents. Such modern system will allow emergency services in Ukraine to identify people in need of rescue and emergency assistance promptly and efficiently. O.V. Mazurenko *et al.* (2018) proposed an updated system for organising assistance in events with mass casualties.

M.I. Pashkovskiy *et al.* (2023) developed methodological recommendations that contain European

standards for the investigation of war crimes. The general part contains categories of war crimes, forms of commission, rules of qualification and distinction between the terms “war crime” and “general criminal offence”. Furthermore, the same researchers developed standards for investigating cases of torture and illegal deprivation of liberty. The cited study covered the specific features of interaction during police actions with persons subjected to forced deportation, hostage-taking, and inhumane treatment in the context of international humanitarian law.

As Ukraine defends its borders, its enemy resorts to provocations that harm the health and lives of the population. Victims of mine injuries are in a state of shock and acute disorders for the first 12-40 hours, which makes it impossible to perceive the situation in real time. Furthermore, a person can suffer significant damage to the head, body, eyes, contusions, and coma, which provokes unbearable pain and makes them focus only on this and prevents them from communicating with police and rescuers. Changes in the emotional state, disorientation, amnesia require immediate examination, and appropriate rehabilitation actions. At the same time, the task of law enforcement officers is to provide quality and prompt assistance to victims, saving them from severe psychological and physical consequences. To achieve this, it is necessary to establish: the following what difficulties police officers face at the scene; whether specialists from other services are involved in working with victims; and whether law enforcement officers are ready to work in such conditions. That is why the purpose of this study was to identify the problematic aspects of police interaction with victims at the scene of a terrorist act and to provide recommendations which could be considered by researchers in their future research.

Materials and Methods

A range of theoretical, empirical, and special methods were employed in this study. The synergistic method became relevant to researchers when describing the main functional responsibilities of police officers in the course of their official duties. The systematic method was used to describe the main, mandatory, interrelated actions of police officers at the scene of a terrorist act. Analysis and synthesis are necessary to conclude on the existing problematic aspects of working with victims of a terrorist act. The axiomatic method was used after interpreting the results of a survey of police officers about the problematic aspects of performing their functional duties under martial law.

In March 2024, an offline survey was conducted using the author's own 10-question survey, which clarifies the details of police work with victims at the scene of a terrorist crime. The survey involved 29 patrol police officers of the Patrol Police Department (PPD) in Kyiv and the PPD in Kyiv region of different ages and

genders (including 21 men and 8 women) who agreed to answer the survey questions anonymously. All anonymity requirements were met. The survey was conducted following the requirements of the Psychologist's Code of Ethics (The psychologist's code of ethics..., 1990). The questionnaire contained open-ended questions that allowed police officers to fully express their opinion on a particular issue, namely: "How did the martial law affect the work of police officers in general?", "What condition are victims usually in?", "Are victims easy to contact at the scene?", "What kind of help do victims usually need at the scene?", "What age group of victims is the most difficult to establish contact with at the scene?", "Do you have enough knowledge of effective communication in working with victims?", "Are psychologists involved in working with victims at the scene?", "How do you feel after working with victims?", "Is the interaction between police officers at the scene and other services clear?", "What communication difficulties have you observed when interacting with victims?". The questionnaire method provided an opportunity to understand the state of readiness of police officers to work in extremely difficult conditions with victims in various states of stress. The graphic method helped to compare the answers of respondents by gender. The graphic method helped to clearly highlight the difficulties of working with victims from the standpoint of male and female police officers.

The method of structuring helped to arrange the study in a logical sequence: a) analysis of police officers' activities in emergency and extreme situations; b) study of modern scientific studies of researchers who have tried to investigate and provide recommendations for improving the work of police officers under martial law; c) conducting research and interpreting the findings with the following graphical percentage coverage; d) providing recommendations for further scientific research to improve the priority actions at the scene of a terrorist act.

The regulatory framework of this study is based on the Order of the Ministry of Internal Affairs No. 357 "On Approval of the Instruction on the Organization of Response to Statements and Reports of Criminal,

Administrative Offences or Incidents and Prompt Notification in the Bodies (Units) of the National Police of Ukraine" dated 27 April 2020¹ (regulates the issues of police acceptance of a call to the scene, departure of a patrol crew, actions at the scene, and interaction with other services); CMU Resolution No. 485 "On Amending Clause 4 of the Regulations on the National Police" dated 12 May 2023² (describes the main expanded rights and obligations of police officers in connection with the introduction of martial law in the country); Order of the Ministry of Internal Affairs No. 88 "On Approval of the Procedure for Organizing the System of Psychological Support for Police Officers, Employees of the National Police of Ukraine and Cadets (Students) of Higher Education Institutions with Specific Training Conditions that Train Police Officers" dated 6 February 2019³ (specifies the procedure for professional psychological training and support of police officers to act in both normal and atypical conditions); Order of the Ministry of Internal Affairs No. 393 "On Approval of the Instruction on the Procedure for Interaction Between the State Emergency Service of Ukraine, the National Police of Ukraine and the National Guard of Ukraine in the Field of Prevention and Response to Emergencies, Fires and Dangerous Events" dated 15 June 2023⁴ (sets out the specifics of practical psychologists' work with police officers who have worked in extreme conditions related to active hostilities); Order of the Ministry of Internal Affairs No. 859 "On Approval of the Instruction on the Procedure for Interaction between the State Emergency Service of Ukraine, the National Police of Ukraine and the National Guard of Ukraine in the Field of Prevention and Response to Emergencies, Fires and Hazardous Events" dated 22 August 2016⁵ (contains the procedure for mutual actions of the services at the scene of a crime).

Results and Discussion

Regulation No. 92 dated 18 February 2016 defines four levels of threats (grey, blue, yellow, red), which are characterised by available reliable information about grounds to believe that a terrorist act is being prepared or committed⁶. I.V. Glowjuk *et al.* (2023) developed a methodological guide that covers the intricacies of

¹Order of the Ministry of Internal Affairs No. 357 "On Approval of the Instruction on the Organization of Response to Statements and Reports of Criminal, Administrative Offences or Incidents and Prompt Notification in the Bodies (Units) of the National Police of Ukraine". (2020, April). Retrieved from <https://zakon.rada.gov.ua/laws/show/z0443-20#Text>.

²Resolution of the Cabinet of Ministers of Ukraine No. 485 "On Amending Clause 4 of the Regulations on the National Police". (2023, May). Retrieved from <https://zakon.rada.gov.ua/laws/show/485-2023-%D0%BF#Text>.

³Order of the Ministry of Internal Affairs No. 88 "On Approval of the Procedure for Organizing the System of Psychological Support for Police Officers, Employees of the National Police of Ukraine and Cadets (Students) of Higher Education Institutions with Specific Training Conditions that Train Police Officers". (2019, February). Retrieved from https://zakononline.com.ua/documents/show/383027_755369.

⁴Order of the Ministry of Internal Affairs No. 393 "On Amendments to the Procedure for Organizing the System of Psychological Support for Police Officers, Employees of the National police of Ukraine and Cadets (Students) of Higher Education Institutions with Specific Training Conditions that Provide Police Training". (2023, June). Retrieved from <https://zakon.rada.gov.ua/laws/show/z0912-23#Text>.

⁵Order of the Ministry of Internal Affairs No. 859 "On Approval of the Instruction on the Procedure for Interaction Between the State Emergency Service of Ukraine, the National Police of Ukraine and the National Guard of Ukraine in the Field of Prevention and Response to Emergencies, Fires and Dangerous Events". (2016, August). Retrieved from <https://zakon.rada.gov.ua/laws/show/z1254-16#Text>.

⁶Resolution of the Cabinet of Ministers of Ukraine No. 92 "On Approval of the Regulation on a Unified State System for Preventing, Responding to and Stopping Terrorist Acts and Minimizing their Consequences". (2016, February). Retrieved from <https://zakon.rada.gov.ua/laws/show/92-2016-%D0%BF#Text>.

establishing all the facts of offences committed because of the war, as well as the specific features of investigation and proof. The manual contains criminal law, procedural, forensic, and psychological aspects. J.V. Rosenfeld *et al.* (2018) expanded on the guidelines for tactical combat care of the wounded from terrorist attacks, which have saved many lives, while S.V. Yakuba (2023) covered the latest measures and means of providing medical care to police casualties. The authors of the present study fully support the researcher's opinion that during the period of public security and martial law, police officers should be familiarised with emergency medical care protocols so that they can save more victims in extreme situations.

T.S. Vaida (2022) described a mechanism to protect hypothermic victims from hypothermia in a bomb shelter. Signs of hypothermia were described, which manifests itself in cold injury, decreased physical activity, chills, slow speech, and lack of coordination. When providing first aid to police officers, they should be guided by the protocol forms contained in the American Heart Association's guidelines. O.O. Kohut (2023) defined the procedure for providing primary psychological support by police officers to victims in acute stressful conditions. The researcher is inclined to apply a systemic-integrative approach in psychological assistance to victims of warfare.

M. Kryvonos (2023) outlined the procedure for working with victims of violence within the framework of de-occupation measures. According to the researcher, the work should be carried out based on respect for human dignity and with the use of psychological subtleties. When dealing with victims, police officers must maintain emotional neutrality to avoid triggering strong emotions. V.L. Hryshchuk *et al.* (2022) provided a scientific vision of the image of a professionally trained police officer. The communication process of police officers in extreme situations was described separately and recommendations for training in conflict resolution skills were provided.

According to the Order of the Ministry of Internal Affairs No. 357 "On Approval of the Instruction on the Organization of Response to Statements and Reports of Criminal, Administrative Offences or Incidents and Prompt Notification in the Bodies (Units) of the National Police of Ukraine" dated 27 April 2020¹, police officers must respond promptly, arrive at the scene immediately, and provide assistance to victims within the scope of police powers. When arriving at the scene of a terrorist act, police officers organise the preservation of traces of the crime, provide necessary assistance to victims, unblock people, and animals; in cooperation with other services (gas, water, SES, etc.), they localise the consequences so that they do not lead to more serious consequences.

Today's terrorism in Ukraine causes great destruction and casualties. According to the statistics of the Prosecutor General's Office (2024), in 2023 alone, over 70,000 people suffered from hostilities in Ukraine. Enemy troops are striking at infrastructure, military facilities, and civilian homes in the country. Terrorism is mainly carried out through air strikes that provoke fires and large-scale destruction of premises, followed by the trapping of people inside. The commander of the Air Force of the Armed Forces of Ukraine, Mykola Oleshchuk, estimated that as of 24 February 2024, air attacks had been carried out every day for 730 days of the full-scale invasion of Ukraine (The official Telegram channel of the commander..., 2024). The police officers on the ground are working in extremely difficult conditions, around the clock, risking their lives and health to extinguish the fire and unblock the debris. Thus, the analysis of the survey results revealed that since the introduction of martial law, the risk to life and health has increased in the work of police officers (48% of the men and 2 women in the sample noted this), and police officers have been given broader powers and responsibilities (6 men (28%) and 6 women noted this). Some respondents (5 men – 24%) believe that martial law has not affected the work of law enforcement agencies. The new defensive additional functions, according to police officers, are as follows: ensuring the protection of critical infrastructure facilities; duty at checkpoints; restricting the population within legal limits, movement in certain areas; detecting terrorists or persons preparing to commit provocations (taking photos of strategically important areas and transmitting the data to the enemy); protecting homes and property from looting.

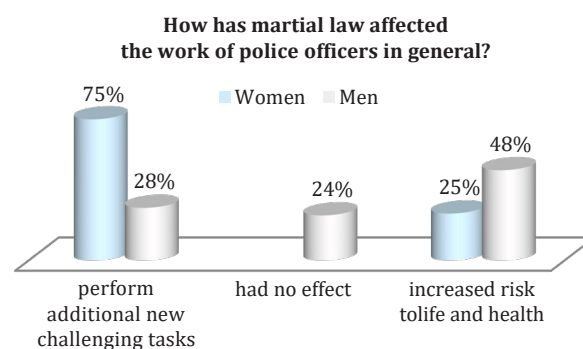


Figure 1. Analysing the effects of martial law on police officers' activities
Source: developed based on the research of the authors of this study

The first to arrive at the scene of a terrorist attack are the patrol police crews, the investigative team, and the patrol police response teams. Firstly, they cordon

¹Order of the Ministry of Internal Affairs No. 357 "On Approval of the Instruction on the Organization of Response to Statements and Reports of Criminal, Administrative Offences or Incidents and Prompt Notification in the Bodies (Units) of the National Police of Ukraine". (2020, April). Retrieved from <https://zakon.rada.gov.ua/laws/show/z0443-20#Text>.

off the crime scene and begin to provide the necessary assistance to the victims. Patrol police officers noted that most victims were in a state of hysteria (6 men – 28%); despair (5 men – 24%; 5 women – 62.5%); and shock (10 men – 48%; 3 women – 37.5%). Fractures, breathing difficulties, compression of organs, burns, and bleeding often make it impossible for the victim to communicate with the police officer, which affects the time it takes for the latter to provide assistance. In a state of shock, victims are often unable to explain their condition and refuse to communicate. According to D.W. Mazurkiewicz *et al.* (2022), people who were at the epicentre of terrorist attacks later developed generalised anxiety disorder or significant hyperactivity, making it impossible to establish contact with rescuers. The loss of relatives, housing, means of transport or work triggers an irresistible urge to scream, swear, panic, and take aggressive action against others. Therefore, the police need to normalise their condition first, and only then establish communication.

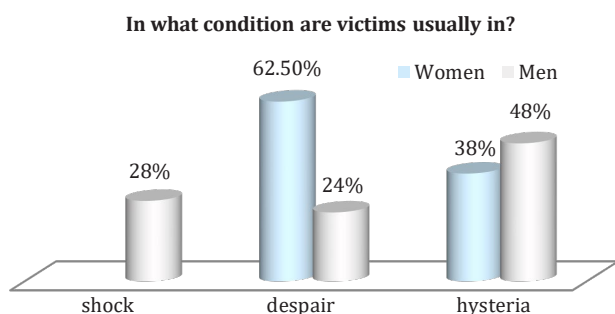


Figure 2. Percentage analysis of the state of victims after a terrorist attack

Source: developed based on the research of the authors of this study

The study found that not all victims are easy to contact (18 men – 86%; 7 women – 87.5%). The key difficulties affecting this include the stressful state of the victims (13 men – 62%; 5 women – 87.5%), their ignoring the interlocutors (2 men – 10%; 2 women – 25%), and clouded consciousness (6 men – 26%; 1 woman – 12.5%). There are several types of victims after an attack: those who remember the moment of impact, are in great emotional distress, but are ready to testify; those who are stressed, unaware of the situation and unable to explain the details. The identified types of victims require finding approaches and techniques to establish interaction and contact with them. For instance, S. Miraki *et al.* (2022) developed tools to study the readiness of all emergency services to work in the face of a terrorist threat. Employees who have a risk appetite and tolerance for human instability at the time of a terrorist attack are allowed to work with victims of terrorism.

The survey clarified how police officers assess their communication skills in dealing with victims of terrorism. The results showed a considerable difference in the responses of women and men. Most women (87.5% vs. 12.5%) believe that they need to work on improving their communication skills. The opinions of the men surveyed were almost equally divided (Fig. 3). Thus, 18 respondents (62%) consider their skills to be insufficient. The reason for this may be the fact that the basis of the necessary knowledge of police officers consists of components of firearms, tactical, service, and psychological training, which they receive after joining the National Police within 6 months. A police officer should be prepared to deal with atypical and difficult situations using all the necessary skills learned. We can agree with the opinion of S. Thoresen *et al.* (2018), who emphasise the significance of training police officers to assist victims of terrorist acts, which will reduce the level of trauma to victims and ensure their quick recovery. Therewith, before the full-scale invasion, professional and psychological training was aimed at preparing police officers to operate in atypical situations related to the deterioration of the operational situation. However, in the current situation, there is a need to reorganise the training system to include the specifics of performing professional duties under martial law and with the expansion of police powers introduced by Resolution of the Cabinet of Ministers of Ukraine No. 485 “On Amending Clause 4 of the Regulations on the National Police” dated 12 May 2023¹. This opinion is confirmed by Y.Y. Podorozhnii (2022) regarding the significance of continuously acquiring professional knowledge, skills, abilities that will help to further organise both one’s own work and the work of the unit in a quality manner.

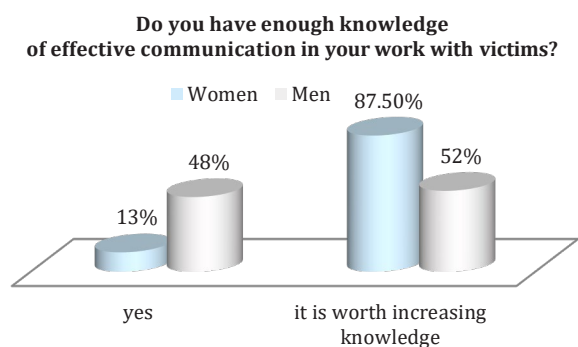


Figure 3. Percentage of effective communication between police officers

Source: developed based on the research of the authors of this study

Hierarchically, it was found that, in the opinion of the police officers on the spot, victims most needed medical (18 men – 86%; 7 women – 87.5%), social

¹Resolution of the Cabinet of Ministers of Ukraine No. 485 “On Amending Clause 4 of the Regulations on the National Police”. (2023, May). Retrieved from <https://zakon.rada.gov.ua/laws/show/485-2023-%D0%BF#Text>.

(18 men – 86%; 7 women – 87.5%), and psychological assistance (18 men – 86%; 7 women – 87.5%). Victims need to feel protected at this point, and therefore they are first examined for injuries, and then provided with water, food, clothing, and can be moved to a safe place. It is of great importance to promptly provide victims with psychological support and normalise their condition. Police officers are not professional psychologists. They cannot provide sufficient long-term support if there are many people at the scene, which requires the involvement of relevant specialists at the scene of a terrorist attack. Respondents' answers about how often psychologists are involved in work with victims in modern conditions varied: some said that psychologists are always involved (1 man – 5%; 4 women – 50%); others – sometimes involved (12 men – 57%; 2 women – 25%), and some said that psychologists are not involved in work with victims at all (8 men – 38%; 2 women – 25%) (Fig. 4). These results can be explained by the fact that, firstly, the interviewed patrol police officers do not work in the same crews and do not respond to the same calls, and secondly, a psychologist from the SES, who is not a member of the police staff, may sometimes work at the scene. This issue requires additional scientific investigation and development of recommendations for the involvement of psychologists.

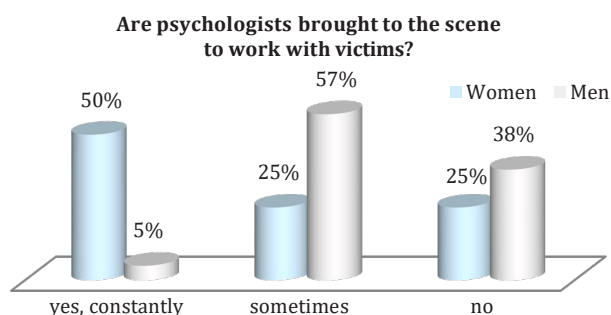


Figure 4. Analysing the involvement of psychologists in work with victims

Source: developed based on the research of the authors of this study

According to the Order of the Ministry of Internal Affairs No. 88 “On Approval of the Procedure for Organizing the System of Psychological Support for Police Officers, Employees of the National Police of Ukraine and Cadets (Students) of Higher Education Institutions with Specific Training Conditions that Train Police Officers” dated 6 February 2019¹, the psychological service in the police is obliged to take care of the personnel to maintain good health of police officers and to influence the factors that harm it. During the period of martial

law, one of the main focuses of the service should be to support security forces who have been injured, held captive, or deterred armed aggression. Furthermore, psychologists should develop mechanisms for psychological support of police officers who perform extremely complex tasks and are exposed to risks and dangers on a daily basis, so that they are ready to act in a coordinated manner under considerable physical and psychological stress. Order of the Ministry of Internal Affairs No. 393 “On Amendments to the Procedure for Organizing the System of Psychological Support for Police Officers, Employees of the National police of Ukraine and Cadets (Students) of Higher Education Institutions with Specific Training Conditions that Provide Police Training” dated 15 June 2023² outlined a new range of functional tasks for practising psychologists. Currently, they have to provide psychological support to police officers who have been injured, lost family members, carried out combat missions with the constant use of weapons, been captured or taken hostage.

According to the authors of the present study, the psychological service should select and train personnel to repel aggression and act in extreme, critical, morally stressful situations. Through a survey, the study identified how working with victims of terrorism can affect the moral and psychological state of a police officer who often witnesses the maiming or death of the population. After interpreting the results, it became clear that although police officers “try not to give in to emotions” while performing their duties (16 men – 76%; 6 women – 75%), they still feel “slightly desperate” (2 women – 25%) and “morally exhausted” (5 men – 24%) (Fig. 5).

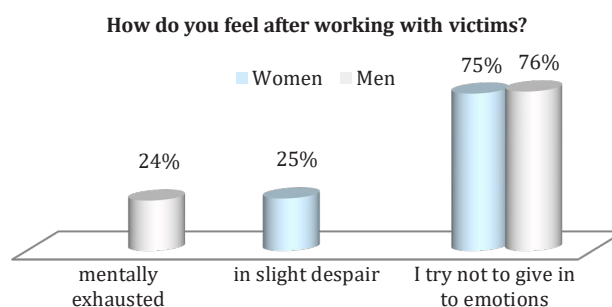


Figure 5. The level of psychological exhaustion of police officers when working with victims

Source: developed based on the research of the authors of this study

It is not uncommon for police to work at the scene for several days. In cooperation with other law enforcement agencies and rescue services, police officers try to carry out their duties in a coordinated manner.

¹Order of the Ministry of Internal Affairs No. 88 “On Approval of the Procedure for Organizing the System of Psychological Support for Police Officers, Employees of the National Police of Ukraine and Cadets (Students) of Higher Education Institutions with Specific Training Conditions that Train Police Officers”. (2019, February). Retrieved from https://zakononline.com.ua/documents/show/383027__755369.

²Order of the Ministry of Internal Affairs No. 393 “On Amendments to the Procedure for Organizing the System of Psychological Support for Police Officers, Employees of the National police of Ukraine and Cadets (Students) of Higher Education Institutions with Specific Training Conditions that Provide Police Training”. (2023, June). Retrieved from <https://zakon.rada.gov.ua/laws/show/z0912-23#Text>.

Order of the Ministry of Internal Affairs No. 859 dated 22 August 2016¹ regulates the procedure for the activities of both services at the scene. Due to the ongoing cooperation, this study established how difficult it was for the interviewed police officers to interact with other special services that responded to a call. This includes Security Service of Ukraine, Armed Forces of Ukraine, State Emergency Service, National Guard of Ukraine, etc. It was found that there is a certain problem in establishing a mechanism for police cooperation with services that investigate crimes against the state or whose actions are aimed at protecting the public. Police officers believe that interaction with other special services is clearly described in the regulations (14 men – 67%; 7 women – 87.5%) but needs to be improved (5 men – 23%; 1 woman – 12.5%) (Fig. 6). In this regard, there is a need to develop a procedure for cooperation with various specialists at the time of a terrorist act related to military operations on the territory of Ukraine, with subsequent amendments to regulations of national importance.

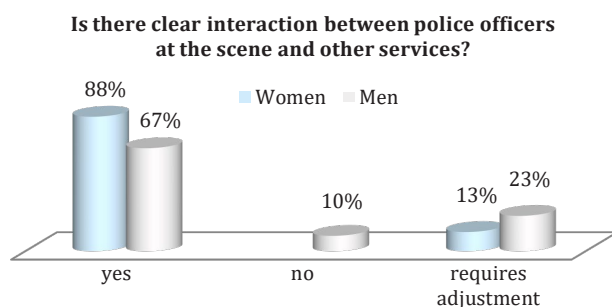


Figure 6. The extent to which police officers interact with specialists from other services at the scene

Source: developed based on the research of the authors of this study

Generally, the performance of the police at the scene of a terrorist attack can be positively assessed. Law enforcement officers are working in a coordinated and professional manner to provide all necessary assistance to the victims. Two years of martial law forced the police to format their activities and acquire new knowledge, skills, and abilities that are so necessary during the period of military operations in the country. Admittedly, as in any activity, there are still problematic aspects that require a scientific search for their solution. Since the expansion of police powers, there is also an urgent need to develop mechanisms for their implementation in practice.

Conclusions

The study concluded that since the full-scale invasion of Ukraine, the patrol police have been working in an

intensified mode with a considerable risk to life and health, performing a wide scope of tasks assigned to the security and defence sector. Since the introduction of martial law, the patrol police have not only ensured road safety, but have also been involved in evacuating the population, patrolling checkpoints, searching for and detecting sabotage and reconnaissance groups, etc. Police crews are among the first to respond to calls and carry out procedural actions according to the requirements of the situation at the scene.

Law enforcement agencies are called upon to protect the expression of human will, ensure order, guarantee security, and provide necessary assistance within the limits of their authority. Upon arrival at the scene, police officers must take a range of measures to provide the victims with the necessary pre-medical, social, and psychological assistance. In such activities, obstacles may arise in the form of strong and overwhelming emotional distress of victims, which complicates communication and further interaction. Therefore, the problem of the lack of effective mechanisms for establishing contact with victims persists and requires thorough investigation. Notably, since the introduction of martial law, the activities of police officers have become more dangerous due to the fact that they often perform combat missions.

The survey revealed a need for professional psychologists to be involved in the work with victims of terrorism, who would choose the suitable approaches and provide psychological support to victims as necessary. Furthermore, police officers need to improve their knowledge, skills, and abilities in effective communication and counteracting emotional burnout, which can easily develop after constant work at the scene of terrorist acts. Psychological practical services should review the mechanisms of training and format the process of supporting police officers' activities, guided by the operational situation in the country.

The study also found a need to establish instructions and procedures for law enforcement cooperation with other agencies and structures in organising rescue operations. Police officers need to understand where their competence ends and in what order they should continue to work. Further research could be aimed at analysing the European practices of police work with victims of terrorist acts and developing scientific recommendations for their implementation in Ukrainian practice.

Acknowledgements

None.

Conflict of Interest

None.

¹Order of the Ministry of Internal Affairs No. 859 "On Approval of the Instruction on the Procedure for Interaction Between the State Emergency Service of Ukraine, the National Police of Ukraine and the National Guard of Ukraine in the Field of Prevention and Response to Emergencies, Fires and Dangerous Events". (2016, August). Retrieved from <https://zakon.rada.gov.ua/laws/show/z1254-16#Text>.

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Проблемні аспекти роботи поліцейських із постраждалими від терористичних актів на території України на місці події

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Анотація

Актуальність дослідження зумовлена тим, що станом на 2024 рік населення України зазнає масового терору у вигляді авіаударів з боку військового супротивника, у зв'язку з чим правоохоронці мають надавати кваліфіковану домедичну допомогу й надавати психологічну підтримку на місці злочину. Метою статті є дослідження ефективності роботи поліцейських на місці терористичного акту й виявлення бар'єрів, які чинять негативний вплив на встановлення контакту з постраждалими. Обґрунтовано необхідність наукового розроблення механізму залучення фахових психологів – фахівців із життєвих криз до роботи з постраждалими. Задля реалізації поставлених завдань було застосовано такі теоретичні й емпіричні методи: опитування та анкетування, екстраполяції, синергетичний. У межах емпіричного дослідження встановлено, що з часу проголошення воєнного стану в Україні значно розширився спектр ризиків для життя і здоров'я поліцейських, які працюють у стресових умовах воєнного конфлікту. Зазначене зумовлює необхідність удосконалення системи професійно-психологічного супроводження та підготовки поліцейських. Розглянуто специфіку роботи поліцейських із постраждалими на місці вчинення терористичних актів, їх психологічний стан, пов'язаний з такою роботою. Запропоновано переглянути законодавчу базу, яка регулює взаємодію поліцейських з іншими службами в процесі ліквідації наслідків терористичних актів. На підставі аналізу зарубіжних наукових праць запропоновано використовувати безпілотний літальний апарат зі штучним інтелектом для виявлення осіб, які потребують невідкладної допомоги в зоні ураження терористичного акту. Акцентовано на важливості ознайомлення поліцейських із протоколами невідкладної домедичної допомоги в процесі службової підготовки й додаткових навчань для опанування правил надання необхідної допомоги постраждалим. Практичне значення дослідження полягає в тому, що його результати можуть бути використані для вдосконалення процесу супроводження діяльності поліцейських в умовах воєнного стану.

Ключові слова:

тероризм; домедична допомога; психологічна підтримка; правоохоронні органи; комунікативна підтримка