

Cognitive and Utilitarian Aspects of Psychological Support for Police Officers

Agnieszka Szoltek

Police Academy, Szczytno, Poland

Abstract. Psychological support for police officers and civilian police staff is among key factors capable of preventing negative effects of work-related stress. The need for such support is especially significant in crisis situations, when psychological assistance is provided to police officers and civilian police staff. Comprehensive psychological support is offered by police psychologists, who are responsible for psychological care and psychoeducation, psychology of human resources management and applied police psychology. This paper presents statistical figures as regards forms of psychological assistance provided by psychologists in 2016. As the most common of psychological specialisations, psychological care involves providing psychological assistance or emotional first aid to police officers and civilian police staff; doing psychotherapy; offering psychoeducation to a police officer or a civilian employee; preparing a psychological analysis of suicide or a suicide attempt by a police officer or civilian police worker. In 2016 police psychologists specialising in psychological care and psychoeducation targeted for assistance almost 2,000 police officers and civilian police staff and provided nearly 3,500 pieces of psychological advice. In addition, the psychologists' work consisted in offering psychotherapy to individuals and support groups. The vast majority of therapeutic activities were targeted at police officers and civilian police staff in crisis situations. An important aspect of psychological support is broadly understood psychoeducation, which makes it possible to cope with mental stress. Police officers cannot avoid work-related stress or traumatic experiences when performing their official duties, but they can and should take advantage of police psychologists' professional assistance. Statistical data quoted in the report summarising police psychologists' activity in 2016 clearly shows that their work is necessary.

DOI: 10.5604/01.3001.0012.1716

<http://dx.doi.org/10.5604/01.3001.0012.1716>

Keywords: psychological assistance, support, police officer, psychologist, crisis situations

Introduction

This paper is a discussion of cognitive and utilitarian aspects of psychological support for police officers and civilian police staff. On the basis of the binding legal provisions regulating police psychologists' work, as well as statistics from the report summarising the psychologists' activity in 2016, the author presents police psychologists' responsibilities in the area of psychological care and psychoeducation, psychology of human resources management and applied police psychology.

The necessity of support is among every individual's most basic needs. It is especially important in difficult, stressful or traumatic situations, which police officers face on everyday basis. Performance of statutory police duties, many a time involves threats to police officers' or other persons' lives or health.

Although occupational risk is an inherent part of police work, this profession is particularly exposed to different stress factors, including specific and non-specific ones. The former of the above mentioned stressor categories is directly related to police officers, who face so-called operational and organisational stressors. Examples of operational stressors are: risk to life or risk of suffering a bodily injury, killing a person when on duty, the killing of a police officer, contact with victims

of violence, abused children, controlling an aggressive crowd or searching for a missing person.¹ Sources of organisational stress include interpersonal relations at work, the manner in which police work is performed, simultaneous functioning within and outside the organisation, performance or organisational roles, professional career path, social expectations of the police and the legal system in force.² Examples of non-specific stressors, i.e. those which appear also in other professional groups, are relations with a superior, shift-based work system and poor work conditions. Besides occupational stress factors, police officers are exposed to traumatic experiences during which they are confronted with cruelty, death, psychological and physical suffering on the part of victims of accidents, disasters and crimes.

Long-term psychological stress affecting police officers results in harmful consequences in the form of immediate reactions, such as physiological, cognitive, emotional and behavioural changes, as well as delayed effects which are manifested as behavioural and neurotic disorders, psychosomatic diseases and professional burnout syndrome.³ Seeking to cope with stress, police officers resort to some harmful forms of conduct, e.g. alcohol abuse, using drugs or other psychoactive substances. Their attitude to themselves and to work changes, they feel emotionally, intellectually and physically exhausted, they are reluctant to go to work, do not have job satisfaction, lose confidence in their own abilities and belittle other people.⁴ In order to prevent or minimise negative effects of chronic stress, police officers should be provided with comprehensive support, not only of a psychological nature. One of the arguments for offering broadly understood support is undoubtedly concern for psychological health. In medical terms psychological health is defined as 'non-occurrence of psychopathological symptoms, homeostasis in physiological processes, lack of defects in psychological structure and functions'. In psychology, the issues of psychological health apply to 'creative development, self-realisation, self-acceptance, self-esteem, sense of one's own identity as well as the ability to achieve satisfaction with one's life and to perceive the reality in an objective manner.'⁵ Maintenance of psychological health enables a person to fulfil their potential as defined by their needs, desires, expectations and coping with stressful situations. In addition, psychological health is a manifestation of a given individual's strong points, including their maturity, subjective well-being and psychological resiliency.⁶ So mental

¹ Raport z badania stresu zawodowego w Policji (Report on occupational stress in the Police). Developed by: The Team of Private Sector Consultants IBC GRUP Central Europe Holding S. A. and The Central Institute for Labour Protection-National Research Institute, June, 2014, p.7, unpublished.

² Ogińska-Bulik N, Stres zawodowy u policjantów. Źródła-konsekwencje-zapobieganie. Łódź, 2007, pp. 48-50.

³ Ogińska-Bulik N, Dwa oblicza traumy. Negatywne i pozytywne skutki zdarzeń traumatycznych u pracowników służb ratowniczych. Warsaw, 2015, pp. 21-23. *And also:* Łosiak W, Psychologia stresu. Warsaw, 2012, pp. 119-137.

⁴ Lach B, Pomoc psychologiczna dla funkcjonariuszy służb kryminalnych, [in:] Szankin T (Ed.), Wymiana doświadczeń w zakresie wybranych aspektów funkcjonowania psychologów w Policji. Szczytno, 2008, p. 145. *And also:* Ogińska-Bulik N, Dwa oblicza..., *op. cit.*, p. 23.

⁵ Fiutak A, Pomoc psychologiczna. Prawo i etyka w zawodach terapeuty i psychiatry. Warsaw, 2016, pp. 19-20.

⁶ Czabała J.Cz, Poradnictwo psychologiczne a psychoterapia. *Roczniki Psychologiczne/Annales of Psychology*, 2016, Vol. XIX, No. 3, p. 522. *And also:* Dominiak I, Talarowska M, Zdrowie

health refers to the state of well-being, individual resources, skills to build and maintain satisfying interpersonal relations and abilities to cope with difficult situations.⁷ The significance of restoring mental health is emphasised by the World Health Organization (WHO) which considers it as “crucial for quality of life and productivity of individuals and families communities and nations enabling people to experience meaningful life, allowing them to be creative and active residents”.⁸

The factor which predisposes to maintain mental health is undoubtedly building social bonds and having social support. The sense of support and a demand for it translates into police officers’ attempt to find it.

Due to the activity the support can be given by other people, which results in broadening its accessibility.⁹ Social support fulfils three key functions:

- 1) It allows people who notice and receive it to better handle difficulties and perceive situations as less precarious.
- 2) It improves an individual’s well-being, increasing a sense of security and protection.
- 3) It lessens an adverse consequences of an experienced stress.¹⁰

Police officers are able to receive the following forms of social support: emotional, cognitive, instrumental, in-kind support as well as spiritual support.¹¹ The emotional support consists of cultivation of positive, upholding, calming down emotions and reflecting care and a positive attitude towards the person being supported. This type of assistance is extremely important at the time of crises or emotional tensions. It has an impact on maintaining a settled self-assessment and improving one’s good mood. The cognitive support (informative) enables better understanding of a certain situation, a life situation or a problem. The instrumental support refers to communicating information about particular ways of demeanour and due to the support it is possible to create remedial actions. The in-kind support- is a financial, material and in-kind assistance. The spiritual support is provided in cases of existential crises as well as a suicide thoughts to which police officers are exposed.¹² It has been demonstrated that devotion and spirituality have a beneficial

psychiczne — pojęcie normy i patologii, [in:] *Certyfikowany Partner Centrum Zdrowia Psychicznego*. Sopot, 2017, pp.13–21.

⁷ Czabała J.Cz, *Poradnictwo psychologiczne*, [in:] Czabała J.Cz, Kluczyńska S (Eds), *Poradnictwo psychologiczne*. Warsaw, 2015, p. 17.

⁸ *Mental Health Declaration for Europe and Mental Health Action Plan for Europe* — G. Herczyńska (trans.). Warsaw, 2005, p. 3.

⁹ Schwarzer R, Knoll N, Rieckmann N, *Social support*, [in:] Kaptein A, Weinman J (Eds), *Health Psychology*. Oxford, 2004, pp. 158–182.

¹⁰ Basińska B, Guzińska K, *Rola instytucjonalnego i naturalnego wsparcia społecznego w kształtowaniu przekonań dotyczących pomocy psychologicznej wśród policjantów*, [in:] Szafrńska E, Szoltek A (Eds), *Psychologia na rzecz bezpieczeństwa publicznego*. Szczytno, 2009, pp. 137–138.

¹¹ Heszen I, Sęk H, *Psychologia zdrowia*. Warsaw, 2007, pp. 166–168. *And also:* Sęk H, Cieślak R (Eds) *Wsparcie społeczne, stres i zdrowie*. Warsaw, 2004, pp.18–20. *And also:* Ogińska-Bulik N, Kaflik-Pieróg M, *Stres zawodowy w służbach ratowniczych*. Łódź, 2006, pp. 98–102.

¹² Heszen I, Sęk H, *op. cit.*, pp. 166–168. *And also:* Hetherington A, *The use of counselling skills in the emergency service*. Buckingham–Philadelphia, 2001, pp. 11–25.

impact on maintaining good health, including decrease in exposure to illnesses, a proportion of mortality caused by illnesses and a faster recovery after illnesses.¹³

The past theoretical considerations should be completed with the utilitarian solutions implemented referring to psychological support given to Polish police officers.

The beginning of work of police psychologists started in 1996 when they became to be employed in each of the 49 contemporary regions. Along with performing professional duties, their teams have been gradually built up by increasing the number of posts.¹⁴ A significant factor which established the position of psychologists in Police structures was the creation in the National Police Headquarters of a position of psychologist-coordinator whose job was to supervise and coordinate the work of police psychologists in each region. Nowadays, in the Polish Police there are 185 psychologists and 115 of whom are police officers, whereas 70 are civilian psychologist. Except for psychologists who carry out their duties in regional headquarters, the National Headquarters and the Central Investigation Bureau, also created were psychologists posts in Police schools.¹⁵

The first tasks assigned to police psychologists dealt with carrying out preventive and intervention psychological care. The necessity to perform such tasks resulted from organisational aims and professional duties carried out. The activity of psychologists complied with a general trend in the development of the Police as a modern organisation.

The forms and methods the psychologists have used in their work for years have been adjusted to European standards¹⁶, thus they became consistent with commonly applied psychological services i.e. psychological consultation, psychological advice, psychological therapy, psychological rehabilitation and intervention in crisis and psychological support.¹⁷

Due to more than twenty-year-presence of psychologists in Police their duties have been defined in three specialities, i.e.:

- psychological care and psychoeducation,
- psychology of human resource management,
- police applied psychology.¹⁸

Within the first above mentioned specialisation psychologists perform the following tasks:

- 1) provide psychological care or first emotional support to police officers and Police workers;
- 2) perform psychotherapy for a police officer or a worker;

¹³ Sapolsky R.M, *Dlaczego zebry nie mają wrzodów? Psychofizjologia stresu*. Warsaw, 2012, pp. 403–407.

¹⁴ Chmielewska M, *Rola i zadania psychologów w Policji*, [in:] Szankin T (Ed.), *op. cit.*, p. 102.

¹⁵ Letter Kps-629/17, Report on police psychologists' activity in 2016, Police Psychologists' Unit of the Personnel, Training and Legal Assistance Bureau at the National Police HQ. Warsaw, 2017, unpublished.

¹⁶ Królikowska A, Realizacja projektu „Polsko-Ukraińska wymiana doświadczeń w zakresie przygotowania psychologów policyjnych do zabezpieczenia zdarzeń nadzwyczajnych”, [in:] Szafrńska E (Ed.), *Polsko-Ukraińska wymiana doświadczeń w zakresie przygotowania psychologów policyjnych do zabezpieczenia zdarzeń nadzwyczajnych*. Szczytno, 2008, s. 6.

¹⁷ Fiutak A, *op. cit.*, pp. 21 –23.

¹⁸ Chmielewska M, *op. cit.*, pp. 102–10.

- 3) perform psychoeducation of a police officer or a worker;
- 4) carry out a psychological analysis of a suicide or a suicide attempt by a police officer or a Police worker.¹⁹

In 2006 police psychologists who specialise in psychological care and psychoeducation provided support to 1898 police officers and staff members. They gave psychological advice 3448 times, which in comparison with previous years indicates increased need for the use of this kind of assistance. The influence of psychologists was expressed through carrying out psychotherapy²⁰ (31 persons), but also through support groups (25). The most numerous therapeutic influence was undertaken towards police officers and police staff members in crisis situations²¹, which were recorded 674 times. 1158 persons used this form of assistance last year.²²

Police psychologists are prepared to give immediate assistance in case of crisis situations in the whole area of Poland. They are on duty 24 hours a day in most of the voivodships. Psychological care in extraordinary cases also concerns police officers and members of their families. Psychological assistance is also addressed to victims of crisis situations, their families and it is repeatedly used by officers of all emergency services who take part in extraordinary situations.

Apart from providing professional assistance, police psychologists cooperate on the scene of the crisis incident with medical services, prosecutor's office and fire department. Their activities in this scope are based on informing the commanding staff about the limited possibilities of operational use of people with severe stress symptoms, exhaustion, or other psychological changes which hinder implementation of tasks on duty. The psychologists' work goes beyond the scene of the crisis incident and it is based then on initiating contacts with persons who participated in the extraordinary incident, assessing the demand for psychological assistance in the form of debriefing and defusing. After the crisis incidents psychologists conduct activities for psychological group abreaction, they assist in organisation of educational activities, they suggest ways of coping with traumatic stress, but also the possibility to get the *ad hoc* and long-term psychological assistance.²³ Undertaking crisis interventions by police psychologists allows to forecast the sources of crisis and moments of crisis in the lives of officers, which facilitates taking early

¹⁹ Order No. 53 by the National Police Chief concerning methods and forms of performing some official duties by police psychologists or the ones employed in police organisational units of 6 October, 2014 (OJ KGP of 2014, entry 118).

²⁰ For more on psychotherapy see: Cooper M, *Efektywność psychoterapii i poradnictwa psychologicznego. Wyniki badań i praktyka kliniczna*. Warsaw, 2010, pp. 36–61. And also: Sęk H, Brzezińska A.I, *Podstawy pomocy psychologicznej*, [in:] Strelau J, Doliński D (Eds), *Psychologia*. Podręcznik akademicki. Gdańsk, 2008, Vol. 2, pp. 753–756. And also: Talarowska M, *Psychoterapia i terapie społeczne*, [in:] *Certyfikowany Partner Centrum Zdrowia Psychicznego*. Sopot 2017, pp.199–210.

²¹ On crisis areas see: Prońko J, Wiśniewski B, Kryzys psychologiczny i społeczny — pojęcie i istota, [in:] Wiśniewski B, Kaczmarczyk B (Eds), *Sytuacje krytyczne a stres*. Bielsko-Biała 2012, pp. 34–48. And also: James R, Gilliland B.E, *Strategie interwencji kryzysowej*. Warsaw, 2008, pp. 33–47. And: Lipczyński A, *Psychologiczna interwencja w sytuacjach kryzysowych*. Warsaw, 2007, pp. 17–20.

²² Letter Kps-629/17, *op. cit.*, p. 14.

²³ Doliński J, *Czynności psychologów w działaniach służb emergencyjnych podczas usuwania skutków psychologicznych białego szkwału na Mazurach w 2007 r.*, [in:] Szafrńska E (Ed.), *op. cit.*, pp. 51–52.

preventative actions that will not lead to the acute phase of the crisis and changes in behaviour resulting from it. With the knowledge about the resources of the particular unit, the appropriate remedies are provided.²⁴

The analysis of the statistical data related to the activities of police psychologists in crisis situations in 2016 indicates a significant need of providing first emotional assistance (339 cases) and undertaking crisis interventions (70 cases).²⁵ The chart below presents categories of events and the number of psychologists' interventions.

Table 1. Interventions undertaken by police psychologists in crisis situations in 2016.

Categories of events	Number of crisis interventions	Number of times first emotional assistance was provided
Taking actions on duty by a police officer or staff member in the time of a disaster, a natural disaster or during the act of terrorism.	0	0
Participation of a police officer in the activity of taking a child away from the family	1	1
Direct contact of a police officer or a staff member with the death of a child.	2	8
Physical or psychological violence in the family of a police officer or a staff member.	18	9
Death of a police officer.	0	14
Using a firearm or a coercive means as a result of which death or grievous bodily harm took place.	12	17
Serious illness of a police officer or a staff member.	9	19
Committing or attempting a suicide by a police officer or a staff member.	3	19
Initiating legal proceedings against a police officer or a staff member in relation to a suspicion of committing a crime.	13	35
Death or serious illness of a person close to the police officer or the staff member.	13	89
Participation of a police officer or a staff member in an event that caused direct threat to life or health of his or other people.	42	124
Other: events related to carrying out duties, situations related to the work and service environment, situations being the part of private life.	70	339

Source: Letter Kps-629/17, Report on police psychologists' activity in 2016, Police Psychologists' Unit of the Personnel, Training and Legal Assistance Bureau at the National Police HQ, Warsaw, 2017, p. 14, unpublished.

²⁴ Wysocka-Pleczyk M, Możliwości wykorzystania elementów interwencji kryzysowej w pracy Policji, [in:] Przeszłość–Teraźniejszość–Przyszłość. X-lecie działalności psychologów policyjnych. Conference proceedings. Szczytno, 2007, pp. 129–130.

²⁵ Letter Kps-629/17, *op. cit.*, pp. 14–15.

An important aspect of providing psychological assistance is psychoeducation, which was used by 32,139 police officers and police staff last year. Lectures (1324) and workshops(664) which were conducted allowed to extend own competence in the area of: stress prevention, healthy lifestyle promotion, disability prevention, coping with emotions in the situation of contact with the public, interpersonal communication, assertiveness.²⁶

Another significant area of police psychologists' activities is psychology of human resource management. The specific tasks carried out by psychologists include:

- 1) participation in qualification procedure for Police service in terms of psychological test;
- 2) carrying out psychological examinations;
- 3) participation in activities aimed at providing effective and coherent system of human resource management, especially through:
 - a) diagnosing problems related to human resource management and participation in solving them,
 - b) counselling for members of management staff in the police organisational unit in terms of the ability to manage human resources,
 - c) inspecting work and service atmosphere,
 - d) carrying out mediation in arbitral solving of problems and conflicts occurring in service or work,
- 4) conducting local professional in-service training in the area of human resource management²⁷.

In 2016 police psychologists specializing in the psychology of human resources management carried out psychological examinations of candidates for the police service, tests of candidates in the in-service recruitment and examination of the work atmosphere. Moreover, they diagnosed conflict and mobbing situations, and they advised managerial staff. The biggest number of psychological tests is examinations of candidates for the police service. Last year there were 19,383 of them. It is a regular and time-consuming undertaking.²⁸ Psychological tests are rarely used in the process of in-service recruitment for specific work positions, which results from an optional decision of a superior who puts forward a motion. In 2016, 373 tests were conducted under the in-service recruitment. Psychological diagnoses of candidates were most often used for the positions of duty officers of police units, police negotiators, criminal analysts, police officers dealing with recruitment and traffic police officers.

Police psychologists take part in candidates' qualification procedures to their service abroad, including the Special Polish Police Force in Kosovo. In 2016, 1511 persons were examined under this selection procedure.

Apart from carrying out psychological tests and participating in the non- and in-service recruitment process, psychologists give advice to the police managerial staff in order to solve problems in the workplace, to motivate subordinates, to talk to persons who are alcohol addicted or those who use violence against their families.

²⁶ Letter Kps-629/17, *op. cit.*, pp. 24–27.

²⁷ Order No. 53 by the National Police Chief concerning methods and forms ... *op. cit.* (OJ KGP of 2014, entry 118).

²⁸ Solarska I, *Psychologia zarządzania zasobami ludzkimi — praktyczne zastosowanie narzędzi w pracy psychologa policyjnego*, [in:] Szankin T (Ed.), *op. cit.*, p. 184.

A crucial aspect of psychologists' work is to identify and solve pathological phenomena in a workplace, such as mobbing, conflicts or discrimination. Below psychological activities when diagnosing problems in the area of human resources management were characterised.

Table 2. Activities undertaken by police psychologists when diagnosing problems in the area of human resources management in 2016.

Kinds of activities in the area of human resources management	Number of activities	Percentage	Number of police officers and police employees taking part in psychologists' activities
Work atmosphere examinations	66	58%	2259
Diagnosing conflict situations.	20	17%	277
Diagnosing mobbing situations.	11	10%	102
Participation in anti-mobbing committees.	11	10%	-
Mediation.	6	5%	16

Source: Letter Kps-629/17, Report on police psychologists' activity in 2016, Police Psychologists' Unit of the Personnel, Training and Legal Assistance Bureau at the National Police HQ, Warsaw, 2017, pp. 36–37, unpublished.

In the area of applied police psychology, the following tasks are performed by psychologists:

- 1) they give help to police officers in covert policing and investigative activities, including:
 - a) making a psychological analysis of operational intelligence and procedural materials,
 - b) taking part in working out the tactics of covert policing and investigative activities,
 - c) making psychological profiles of unknown criminal offenders and psychological descriptions of police suspects,
 - d) giving assistance in conducting covert policing and investigative activities.
- 2) they give help to police officers in public order activities, including:
 - a) participating in actions aiming at preventing serious and minor offences, as well as social pathologies,
 - b) participating in working out and giving their opinion on prevention programmes,
 - c) giving advice on and taking part in police actions and operations,
 - d) taking part in police negotiations as consultants.
- 3) they run local professional development training in applied police psychology.²⁹

²⁹ Order No. 53 by the Polish Police Chief on methods and forms... *op. cit.*, (OJ KGP of 2014, entry 118).

Activities undertaken by police psychologists in the area of police applied psychology relate to providing help to criminal police officers in covert policing actions and in investigative ones. Giving psychological assistance to officers of criminal service while detecting crimes is possible because psychologists use the knowledge of forensic, investigative, social, clinical and developmental psychology.³⁰ Plain clothes officers cooperate with psychologists while performing daily tasks such as: interrogations, identity parades, or crime investigative procedures. An important aspect of psychologists' work for criminal police officers is providing help during search activities, building psychological profiles of unknown criminal offenders, missing persons and giving psychological assistance after traumatic incidents which are often connected with an enormous stress load. Psychologists cooperate with law enforcers who prepare special operations, those who recruit human intelligence sources, as well as those who work with crown witnesses.³¹

In 2016 there were 258 incidents where psychologists were involved. They analysed operational intelligence and procedural files, made psychological profiles of unknown criminals and suspects, took part in working out operational intelligence and investigative activities. Additionally, psychologists participated in interviewing witnesses and suspects, including minors, in crime scene examinations and they also worked on instructions how to carry out recruitment talks and conversations with human intelligence sources. A total number of psychological assistance actions taken during operational intelligence and investigative operations was 258 in 2016.

Another significant area of help offered by applied police psychology is prevention activities which have already been taken in 470 incidents. Their main idea is to participate in actions which prevent crimes, minor offences or social pathologies. What is more, psychologists perform their tasks during police negotiations or operations. During negotiations police psychologists act as consultants and they give assistance to negotiators when diagnosing emotional states of persons with whom negotiations are being conducted. They also anticipate the persons' potential behaviour and they give advice on how to carry out a conversation.³²

Conclusions

The aim of this paper has been to give a better understanding of cognitive and utilitarian psychological support for Polish police officers and civilian police staff. Although occupational risk is an inherent part of police work, this profession is particularly exposed to different stress factors and traumas. An important aspect of psychological support is broadly understood psychoeducation, which makes it possible to cope with mental stress. Police officers cannot avoid work-related stress or traumatic experiences when performing their official duties, but they can

³⁰ Wołoszyn-Siemion M, Psychologia w praktyce służb operacyjno-rozpoznawczych. Krótki raport ze współpracy, [in:] Szankin T (Ed.), *op. cit.*, p. 207.

³¹ Lach B, Pomoc psychologiczna dla funkcjonariuszy służb kryminalnych, [in:] Szankin T (Ed.), *op. cit.*, pp. 137–139.

³² Jałoszyński K, Rola psychologa w negocjacjach policyjnych, [in:] Szafrąńska E (Ed.), *op. cit.*, pp. 84–87.

and should take advantage of police psychologists' professional assistance, which has a positive impact on police officers' mental health. Statistical data quoted in the report on police psychologists' activity in 2016 is clear evidence that psychological care offered to police officers is by all means necessary.

References

1. *Annales of Psychology*, 2016, Vol. XIX, No. 3.
2. Basińska B, Guzińska K, Rola instytucjonalnego i naturalnego wsparcia społecznego w kształtowaniu przekonań dotyczących pomocy psychologicznej wśród policjantów, [in:] Szafrąńska E, Szoltek A (Eds), *Psychologia na rzecz bezpieczeństwa publicznego*. Szczytno, 2009.
3. Chmielewska M, Rola i zadania psychologów w Policji, [in:] Szankin T (Ed.), *Wymiana doświadczeń w zakresie wybranych aspektów funkcjonowania psychologów w Policji*. Szczytno, 2008.
4. Cooper M, *Efektywność psychoterapii i poradnictwa psychologicznego. Wyniki badań i praktyka kliniczna*. Warsaw, 2010.
5. Czała J. Cz, Kluczyńska S (Eds), *Poradnictwo psychologiczne*. Warsaw, 2015.
6. Czała J.Cz, *Poradnictwo psychologiczne a psychoterapia. Roczniki Psychologiczne/Annales of Psychology*, 2016, Vol. XIX, No. 3.
7. Doliński J, Czynności psychologów w działaniach służb emergencyjnych podczas usuwania skutków psychologicznych białego szkwału na Mazurach w 2007 r., [in:] Szafrąńska E (Ed.), *Polsko-Ukraińska wymiana doświadczeń w zakresie przygotowania psychologów policyjnych do zabezpieczenia zdarzeń nadzwyczajnych*, Szczytno, 2008.
8. Dominiak I, Talarowska M, *Zdrowie psychiczne — pojęcie normy i patologii*, [in:] *Certyfikowany Partner Centrum Zdrowia Psychicznego*. Sopot, 2017.
9. Fiutak A, *Pomoc psychologiczna. Prawo i etyka w zawodach terapeuty i psychiatri*. Warsaw, 2016.
10. Heszen I, Sęk H, *Psychologia zdrowia*. Warsaw, 2007.
11. Hetherington A, *The use of counselling skills in the emergency service*. Buckingham–Philadelphia, 2001.
12. Jałoszyński K, Rola psychologa w negocjacjach policyjnych, [in:] Szafrąńska E (Ed.), *Polsko-Ukraińska wymiana doświadczeń w zakresie przygotowania psychologów policyjnych do zabezpieczenia zdarzeń nadzwyczajnych*. Szczytno, 2008.
13. Królikowska A, Realizacja projektu „Polsko-Ukraińska wymiana doświadczeń w zakresie przygotowania psychologów policyjnych do zabezpieczenia zdarzeń nadzwyczajnych”, [in:] Szafrąńska E (Ed.), *Polsko-Ukraińska wymiana doświadczeń w zakresie przygotowania psychologów policyjnych do zabezpieczenia zdarzeń nadzwyczajnych*. Szczytno, 2008.
14. Lach B, *Pomoc psychologiczna dla funkcjonariuszy służb kryminalnych*, [in:] Szankin T (Ed.), *Wymiana doświadczeń w zakresie wybranych aspektów funkcjonowania psychologów w Policji*. Szczytno, 2008.
15. Lipczyński A, *Psychologiczna interwencja w sytuacjach kryzysowych*. Warsaw, 2007.

16. James R, Gilliland B.E, Strategie interwencji kryzysowej. Warsaw, 2008.
17. Łosiak W, Psychologia stresu. Warsaw, 2012.
18. Mental Health Declaration for Europe and Mental Health Action Plan for Europe (Podjąć wyzwania, szukać rozwiązań, Deklaracja o Ochronie Zdrowia Psychicznego dla Europy, Plan Działań na Rzecz Ochrony Zdrowia Psychicznego dla Europy) — G. Herczyńska (trans.) Warsaw 2005.
19. Ogińska-Bulik N, Dwa oblicza traumy. Negatywne i pozytywne skutki zdarzeń traumatycznych u pracowników służb ratowniczych. Warsaw, 2015.
20. Ogińska-Bulik N, Kaflik-Pieróg M, Stres zawodowy w służbach ratowniczych. Łódź, 2006.
21. Ogińska-Bulik N, Stres zawodowy u policjantów. Źródła-konsekwencje-zapobieganie. Łódź, 2007.
22. Letter Kps-629/17, Report on police psychologists' activity in 2016, Police Psychologists' Unit of the Personnel, Training and Legal Assistance Bureau at the National Police HQ. Warsaw, 2017, unpublished.
23. Prońko J, Wiśniewski B, Kryzys psychologiczny i społeczny — pojęcie i istota, [in:] Wiśniewski B, Kaczmarczyk B (Eds), Sytuacje krytyczne a stres. Bielsko-Biała, 2012.
24. Report on the assessment of occupational stress in the police, drawn up by: The Team of Public Sector Consultants IBC GRUP Central Europe Holding S. A. and The Central Institute of Labour Protection — National Research Institute, June, 2014, unpublished.
25. Sapolsky R.M, Dlaczego zebry nie mają wrzodów? Psychofizjologia stresu. Warsaw, 2012.
26. Schwarzer R, Knoll N, Rieckmann N, Social support, [in:] Kaptein A, Weinman J (Eds), Health Psychology. Oxford, 2004.
27. Sęk H, Brzezińska A.I, Podstawy pomocy psychologicznej, [in:] Strelau J, Doliński D (Eds), Psychologia. Podręcznik akademicki, Vol. 2. Gdańsk, 2008.
28. Sęk H, Cieślak R. (Eds), Wsparcie społeczne, stres i zdrowie. Warsaw, 2004.
29. Solarska I, Psychologia zarządzania zasobami ludzkimi — praktyczne zastosowanie narzędzi w pracy psychologa policyjnego, [in:] Szankin T (Ed.), Wymiana doświadczeń w zakresie wybranych aspektów funkcjonowania psychologów w Policji. Szczytno, 2008.
30. Talarowska M, Psychoterapia i terapie społeczne, [in:] Certyfikowany Partner Centrum Zdrowia Psychicznego. Sopot, 2017.
31. Wołoszyn-Siemion M, Psychologia w praktyce służb operacyjno-rozpoznawczych. Krótki raport ze współpracy, [in:] Szankin T (Ed.), Wymiana doświadczeń w zakresie wybranych aspektów funkcjonowania psychologów w Policji. Szczytno, 2008.
32. Wysocka-Pleczyk M, Możliwości wykorzystania elementów interwencji kryzysowej w pracy Policji, [in:] Przeszłość-Teraźniejszość-Przyszłość. X-lecie działalności psychologów policyjnych. Conference proceedings. Szczytno, 2007.
33. Order No. 53 by the National Police Chief concerning methods and forms of performing some official duties by police psychologists or the ones employed in police organisational units of 6 October, 2014 (OJ KGP of 2014, entry 118).

(mb), (tm), (aa), (ak)

About the author

Agnieszka Szoltek, captain, holder of PhD degree in psychology, specialisation in the field of clinical psychology. Third degree studies at The John Paul II Catholic University of Lublin. Currently employed as Assistant Professor at the Institute of Social Sciences, the Faculty of Police Applied Sciences, Police Academy in Szczytno. Scientific interests: psychosomatics and persuasive communication. Correspondence details: Poland, 12-100 Szczytno, ul. M. J. Piłsudskiego 111. E-mail: a.szoltek@wspol.edu.pl.

Streszczenie. Wsparcie psychologiczne udzielane funkcjonariuszom oraz pracownikom Policji stanowi jeden z kluczowych czynników zapobiegania niekorzystnym skutkom stresu zawodowego. Zapotrzebowanie na wsparcie jest szczególnie ważne w sytuacjach kryzysowych, w których opieką psychologiczną obejmowani są policjanci oraz pracownicy cywilni Policji. Kompleksową pomoc psychologiczną świadczą psychologowie policyjni, realizujący zadania z zakresu: opieki psychologicznej i psychoedukacji, psychologii zarządzania zasobami ludzkimi oraz psychologii policyjnej stosowanej. W pracy zaprezentowano dane statystyczne odnoszące się do form pomocy psychologicznej podejmowanej przez psychologów w 2016 roku. Jako najbardziej powszechna z realizowanych specjalizacji psychologicznych — opieka psychologiczna przejawia się głównie w udzielaniu policjantom lub pracownikom Policji pomocy psychologicznej lub pierwszej pomocy emocjonalnej; prowadzeniu psychoterapii; prowadzeniu psychoedukacji policjanta lub pracownika; przygotowywaniu psychologicznej analizy samobójstwa lub (przygotowywaniu analizy) usiłowania samobójstwa przez policjanta lub pracownika Policji. W 2016 roku psychologowie policyjni specjalizujący się w opiece psychologicznej i psychoedukacji objęli pomocą 1898 policjantów i pracowników Policji. Udzielili oni 3448 porad psychologicznych. Oddziaływania psychologów wyrażały się ponadto w prowadzeniu psychoterapii (31 osób), jak również grup wsparcia (25 osób). Najliczniejsze oddziaływania terapeutyczne (1158 osób) były podjęte wobec policjantów i pracowników Policji w sytuacjach kryzysowych. Ważnym aspektem wsparcia psychologicznego jest szeroko pojęta psychoedukacja, pozwalająca radzić sobie z obciążeniami psychicznymi. Funkcjonariusze nie mogą ustrzec się przed stresem zawodowym czy doznaniem traumy w służbie, ale mogą i powinni korzystać z profesjonalnej pomocy psychologów policyjnych. Dane statystyczne pochodzące z raportu podsumowującego działalność psychologów w 2016 roku potwierdzają potrzebę ich działania.

Резюме. Психологическое сопровождение полицейских и штатских сотрудников полиции является одной из основных мер в процессе профилактики негативных последствий профессионального стресса. Потребность в психологическом сопровождении является особенно важной в кризисных ситуациях, в которых психологическую помощь оказывают полицейским и штатским сотрудникам полиции. Всесторонняя психологическая помощь предоставляется полицейскими психологами, которые выполняют задачи в рамках психологической помощи и психообразования, психологии управления человеческими ресурсами, а также прикладной психологии. В статье представлены статистические данные, касающиеся психологических форм помощи, предоставленных психологами в 2016 году. Наиболее распространенные психологические специальные мероприятия это: психологическая опека, которая проявляется главным образом в предоставлении полицейским или штатным сотрудникам полиции психологической помощи или первой эмоциональной помощи; проведение психотерапии; психообразование полицейского или штатского сотрудника; подготовка психологического анализа самоубийства или (подготовка анализа) покушения на самоубийство полицейского или штатского сотрудника полиции. В 2016 году психологи-специалисты, которые занимаются психологической опекой и психообразованием оказали помощь 1898 полицейским и штатским сотрудникам полиции, провели 3448 психологических консультаций. Деятельность психологов заключалась также в проведении психотерапии (31 сотрудник) и организации групп поддержки (25 сотрудников). Самую большую группу мероприятий составляют воздействия терапевтического характера в отношении полицейских и штатских сотрудников полиции (1158 лиц), оказавшихся в кризисной ситуации. Важным аспектом психологического сопровождения является широко понимаемое психообразование, которое позволяет преодолеть сверхильную психическую нагрузку. Сотрудники полиции не в состоянии полностью защищаться от профессионального стресса или травмы на службе, но они могут и должны пользоваться помощью профессиональных полицейских психологов. Статистические данные, представленные в отчете, который является оценкой деятельности психологов в 2016 году, подтверждают полезность выполняемой ими работы.

(mj)