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### **Police Spiritual Welfare Info-Journal:**

#### **Operations in a Multicultural Context**

Operations in a multicultural context place great demands on emergency services and should be well prepared. Operational experience and knowledge gained from related disciplines can be evaluated.

#### **Selection of possible tactical issues to be considered:**

- communication problems through foreign languages and possibly incomprehensible gestures
- panic, anxiety in refugees from conflict areas
- emotions that may be acted out violently
- fears due to xenophobic crimes of the past
- Lack of reassuring knowledge of well-organized and efficient emergency services  
disturbance of emergency forces by religious taboos (e.g., if Muslims do not or only in a limited way tolerate the touching of women by males of foreign religions)
- participation of many family members or friends at the event, who may have de-escalating or escalating effects
- Inappropriate reaction of emergency forces to the "clash of cultures"
- Limited acceptance of the authority of forces by the victims, who are more based on authority structures of their family or cultural context

#### **Possible preventive measures:**

- Integration of the topic in education and training, also in combination with local competent partners (foreign officers, churches, clergy of non-Christian religions, multi-cultural clubs, personal friends of police officers,
- Regular use of information on socially deprived areas
- Use of exercises with realistic representation of the accident
- Close exchange with other emergency services, especially fire and rescue service on tactical experience in this sector
- Reflection of the own attitude to this area of activity, with the help of qualified counselors or trusted colleagues
- Integration of people of other cultures in the Police Training and Management

#### **Measures in operations:**

- An immediate participation of competent mental health supporters, if necessary, such as task forces of the paramedics, pastors, mental-health-skilled workers, interpreters
- If possible and desired, use of helpful and cooperative and capable foreign fellow citizens as mediators
- Choosing of those persons as a contact, who have a greater authority in the social context of the affected people
- Blocking of the operation area if necessary – taking into account very strong emotions and reactions and a high number of human resources on behalf of the emergency forces
- Keep calm, keep an emotional distance, act correctly and determined, do not feel provoked
- If possible allow caretaking of affected by loved ones

