



# NON-CONFRONTATIONAL TECHNIQUES

## FOR FESTIVALS AND EVENTS



# Personal Security Measures



## PERSONAL SECURITY MEASURES

Applying basic security measures can enhance the protection of critical infrastructure and mitigate threats to personal safety.

✓ Being aware of surroundings and nearby activities

✓ Limiting personal information sharing in digital platforms.

✓ Hiding personally identifiable information and work credentials when in public

✓ Letting a trusted person know where you are going, particularly if outside of daily functions, and when you plan to return

✓ Changing predictable routines, such as the timing and routes to work, school, or places of worship

✓ Staying in well-lit public areas and avoiding isolated streets

✓ Avoiding leaving personal belongings unattended, even for a few minutes

✓ Having a cell phone available to make emergency calls

✓ Carrying simple to use protective tools, such as pepper spray, and a bright flashlight. If maintained on your person, ensure facilities allow entry of such devices.

✓ Creating a personal or family emergency action plan

✓ Avoiding text messaging or lengthy cell phone use while walking alone

✓ Keeping hands free as carrying items may result in further vulnerabilities

✓ Avoiding suspicious packages, and recognizing potential indicators of a suspected explosive device to notify law enforcement

✓ Asking for help – contacting security or a co-worker for an escort to vehicle

✓ Parking in well-lit and attended areas; exercising caution when using underground and enclosed parking

✓ Heading to nearest public gathering location, police station, or fire department if being followed

✓ Trusting instincts and being assertive in decision making; calling for help from others or the police if feeling threatened

For continued information on threats, visit the National Terrorism Advisory System web page at [dhs.gov/national-terrorism-advisory-system](https://dhs.gov/national-terrorism-advisory-system).

Please visit [cisa.gov/hometownsecurity](https://cisa.gov/hometownsecurity) for additional resources.



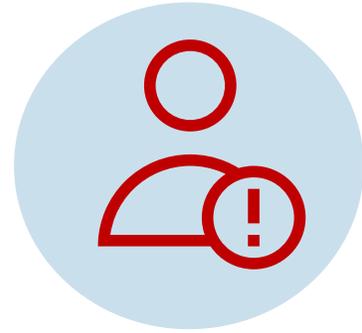
# Disclaimer

- This presentation and the accompanying documents describe activities and behaviors that may be concerning or possibly indicative of impending violence
- Only report when there are sufficient facts to support a rational conclusion that the behavior or activity represents a potential threat of violence and not based solely on race, religion, gender, sexual orientation, age, disability, or a combination of only such factors
- The approaches, techniques, and tactics described in this presentation and the accompanying documents are options for consideration. They are not intended to mandate policy or direct any action
- DHS assumes no liability for any injuries associated with the implementation of this training

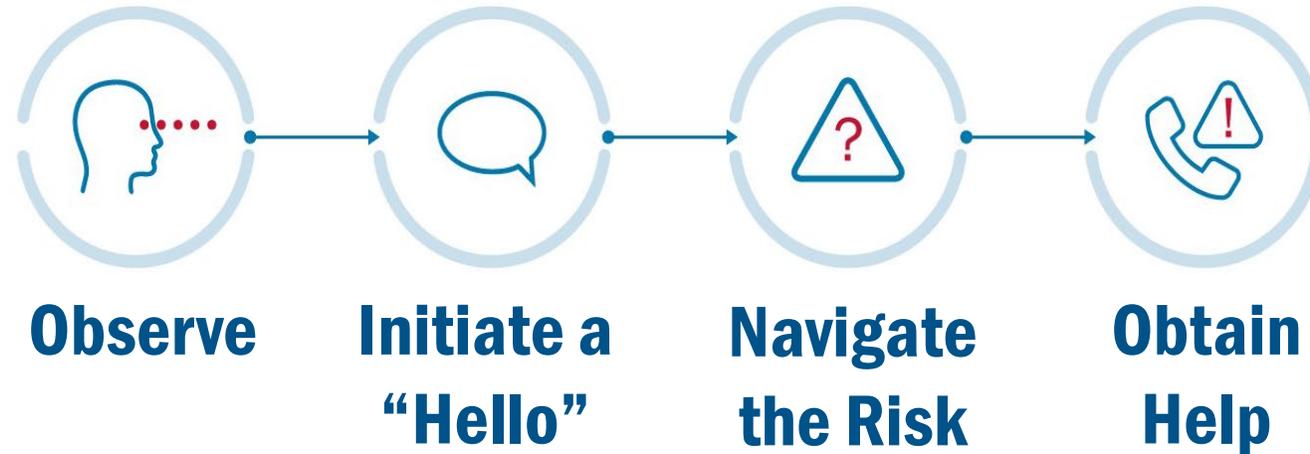


# Non-Confrontational Techniques

- These skills augment security **beyond traditional protective measures**
- Empowers employees, volunteers - **non-security professionals** - to identify potential suspicious behavioral indicators and take appropriate action
- Engaged employees execute your **comprehensive security plan**
- Security planning is a **whole-of-community effort**, incorporate non-confrontational technique training and exercises



# Employee Vigilance through the Power of Hello



The **OHNO** approach – Observe, Initiate a Hello, Navigate the Risk, and Obtain Help

Helps employees observe and evaluate suspicious behaviors, empowers them to mitigate potential risk, and obtain help when necessary.



# Observe



## Stay vigilant of your surroundings

### SUSPICIOUS BEHAVIORS:

- Abandoning or placing an object and leaving the area
- Taking pictures/videos of personnel, facilities, security features, restricted zone, or the facility itself in an unusual or covert manner
- Attempting to enter a restricted area or impersonating authorized personnel
- Loitering at a location without a reasonable explanation. For example, loitering inside the campaign free zone
- Avoiding security personnel or systems
- Expressing threats of violence

*Some activities may be Constitutionally protected and should be reported only when there are articulable facts to support a rational conclusion that the behavior is suspicious. Do not report based solely on protected activities, race, religion, gender, sexual orientation, or a combination of only such factors.*



# Initiate a Hello



**Acknowledging** a risk **can deter** a potential **threat**.

## DO OR SAY THE FOLLOWING:

- Smile, make eye contact, and introduce yourself
- “Hello. If you need anything, I’ll be right over here.”
- “If you are looking for something or someone in particular, I can assist if needed.”
- “Hello, if you need assistance I will be around if needed.”
- “I will be here in case you need help.”

*Approaching a person viewed as suspicious has potential risks. In some situations, it may be more advisable to report the activity to those with the authority or training to intervene.*



# Navigate the Risk



Is the *behavior* you observed **threatening** or **suspicious**?

## ASK YOURSELF:

- Do they appear to have legitimate business in the election facility or ballot processing center?
- Is their clothing consistent with the weather or for the gathering of the day?
- Are they avoiding security?
- Are they asking questions about business functions or employee information?
- Are they causing you to feel threatened?

*If you feel threatened, calmly walk away and call 9-1-1*



# Obtain Help



Obtain **Help** from **Management** or **Authorities**.

**PROVIDE THE FOLLOWING INFORMATION TO FIRST RESPONDERS OR SECURITY PERSONNEL:**

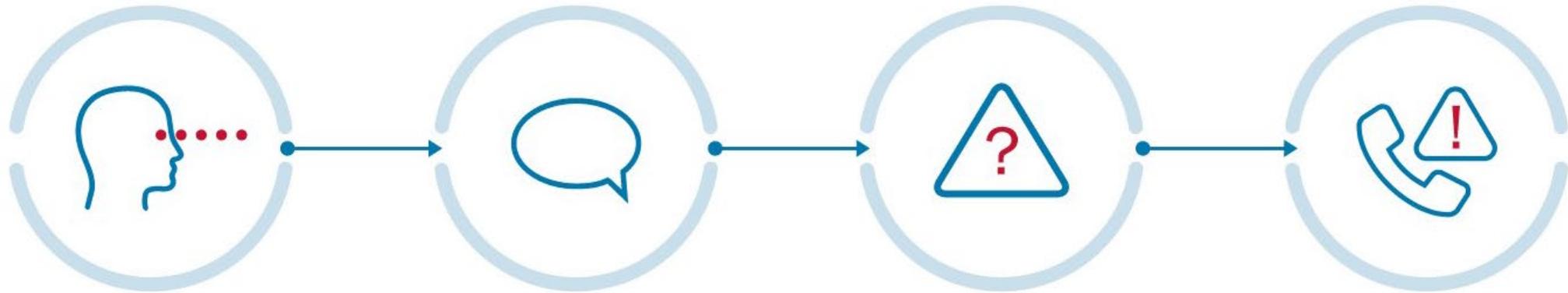
- What is happening?
- Who is doing it?
- Where is it taking place?
- When did you observe it?
- Why are they here?

*Call 9-1-1 for emergencies or if you feel in danger*



# Power of Hello Summary

The Employee Vigilance through the Power of Hello will help employees:



## Observe

your surroundings for suspicious behaviors and/or activities

## Initiate a "Hello"

to determine why an individual is at a voting location or facility

## Navigate the Risk

to determine if the behavior observed is threatening or suspicious

## Obtain Help

from authorities or management



[cisa.gov/employee-vigilance-power-hello](https://cisa.gov/employee-vigilance-power-hello)

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# De-Escalation Series for Critical Infrastructure



# De-Escalation Series



## Recognize

the warning signs for someone on a path to violence, identify stressors, changes in baseline behavior, and observable behavioral indicators.



## Assess

the situation to protect personal safety and the safety of those around you. Identify what an escalating person may look like and warning signs.



## De-Escalation

encourages the use of purposeful actions, verbal techniques, and body language to calm a potentially dangerous situation. Safety is the highest priority, know your limits and obtain help immediately if needed.



## Report

concerning behavior or an escalating incident through organizational reporting to enable assessment and management of an evolving threat, and 9-1-1 for immediate threats.



# Recognize

- **Emphasizes early detection and recognition** of a potential for violence or a person of concern
- **Focuses on identifying someone on the Pathway to Violence** in order to seek assistance as early as possible
- **Reinforces the importance of acting** after recognizing a potential threat
- **Encourages clear consideration** of Constitutionally protected actions and activities



# Recognize, Cont'd.

People who resort to violence are often driven by a combination of **predispositions, grievances, personal or professional stressors, and assorted resentments.**



**Stressors**



**Changes**



**Behavioral Indicators**

**Observable physical behavioral indicators** include, but not limited to:

- Argumentative or uncooperative behaviors
- Clenched jaw and/or balled fists
- Pacing or restlessness
- Trembling or Shaking
- Violating others' personal space
- Making specific threats to inflict harm
- Displaying or making threats to use a weapon



# Recognize, Cont'd.

If / when you notice the warning signs, you can help prevent violence in two primary ways; **communicating the threat** and **informing others**.



**Communicate the Threat**  
Gun! Run! Bomb! Get Out!

If you recognize a **hostile act is occurring or imminent**, remove yourself from the situation, **seek safety, and communicate the threat**.



**Inform Others**  
Tell What You Have Seen or Know!

If **no imminent threat**, **inform others of what you've observed**; tell a supervisor, manager, security guard or other team member.



# Assess

- **The assessment process** determines whether an emergency response is needed, if de-escalation is possible, or if a more formal assessment is appropriate
- **Includes assessment of:**
  - The person(s) of concern
  - External and/or environmental factors
  - The assessor themselves
- **Encourages engagement with the organization** if a more formal assessment by a multi-disciplinary threat management/security team is appropriate
  - Informs decision making on how to manage a person of concern - prevention of violence is the goal



# Assess, Cont'd.

## What Does an Escalating Person Look Like?



### Early Warning Signs

- Change in baseline behavior or mood
- Pacing, ruminating, agitated gestures
- Staring through you
- Blocking others' movement
- Finger pointing
- Distracted or inability to focus

### Signs of Imminent Danger

- Flushed, tightened jaw, clenched fists, shaking
- Rapid breathing, raised voice, nervous laughter
- Standing in a position to attack or defend
- Avoiding security systems or personnel
- Abandoning an object or package



# De-Escalate

- **Describes techniques and best practices** to directly engage an individual of concern to prevent, or at least delay, a violent or harmful act
- **Proposes the use of purposeful actions** and gives suggestions for verbal communication and body language techniques
- **Encourages individuals to know their own limits** and when to obtain help
- **Reinforces personal safety** as the highest priority



# De-Escalate, Cont'd.

Use **purposeful actions**, **verbal communication**, and **body language** techniques to help calm an individual who may be escalating.

## Purposeful Actions

- Remain Calm
- Change the Setting
- Respect Personal Space
- Listen
- Empathize

## Verbal Communication

### Instead Of:

“Calm down.”

“I can’t help you.”

“I know how you feel.”

### Say...

“I can see that you are upset...”

“I want to help, what can I do?”

“I understand that you feel...”

## Body Language

### Instead Of:

Standing rigidly directly in front of the person

Pointing your finger

Excessive gesturing or pacing

Faking a smile

### Try...

Keeping a relaxed and alert stance off to the side of the person

Keeping your hands down, open, and visible at all times

Using slow, deliberate movements

Maintaining a neutral and attentive facial expression



# Report

- **Emphasizes the need to alert first responders** if violence is imminent or there is a credible threat.
- **Describes items that should be included** when making a report
- **Encourages organizations** to engage with their members and to create a system of reporting through a culture of shared responsibility

*Move to a safe location before calling 9-1-1*



# What to Report

## When Calling 9-1-1:

If the person of concern is directly threatening you or others, if a weapon of any kind is involved, or you feel that the threat of violence is imminent, retreat and **call 9-1-1**

*The 9-1-1 call taker will need specific information to provide an appropriate response*

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- Your name
- The location of the incident
- The location of the person of concern
- Your exact location
- A description of the situation
- Is the incident still in progress?
- A physical description of the person of concern
- The type and number of weapons, if any
- The number of potential victims



# What to Report Cont'd

## When Notifying the Organization:

- The exact nature and context of the concerning behavior, comment, and/or perceived threat
- Who or what is/was the target
- Any additional available background regarding the person of concern:
  - Identify any unusual behaviors or descriptors of the individual of concern
  - Identify specific concerning / suspicious / threatening observed behaviors
  - Identify any actions that were argumentative or confrontational
  - Indications that the person was attempting to avoid security

*The information that you provide can contribute to a larger and more-informed threat assessment by a multi-disciplinary threat management/security team and can provide or corroborate evidence as to whether a person is progressing toward a malicious act.*



# Monitor Specific Threats



- **Threats that are not known cannot be managed**

Be aware of specific threats that could occur to your voting location, personnel, or in your general area, communicate often with your local law enforcement agency.

- **Maintain an updated log**

Track and ensure potential threats can be easily accessed by all personnel.

- **Be proactive**

Use social media, the press, local law enforcement, and other resources to research any potential threats of violence.



# Summary

The De-Escalation Series will assist critical infrastructure owners and operators:



## Recognize

the warning signs for someone on the pathway to violence



## Assess

if the situation or person of concern is escalating



## De-Escalate

the situation currently taking place through purposeful actions, verbal communication, and body language



## Report

the situation through organizational reporting to enable assessment and management of an evolving threat, and 9-1-1 for immediate threats

The De-Escalation Series was created with safety and prevention in mind, and to enable stakeholders to avoid harmful situations.

[cisa.gov/de-escalation-series](https://cisa.gov/de-escalation-series)





For more information:

[cisa.gov](https://cisa.gov)

Questions?

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