



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.

Please visit cisa.gov/hometownsecurity for additional resources.



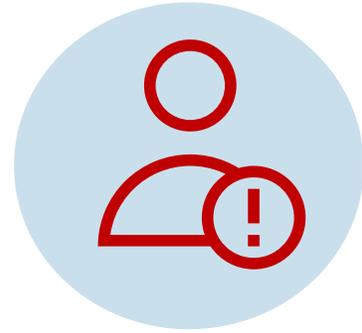
Disclaimer

- 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

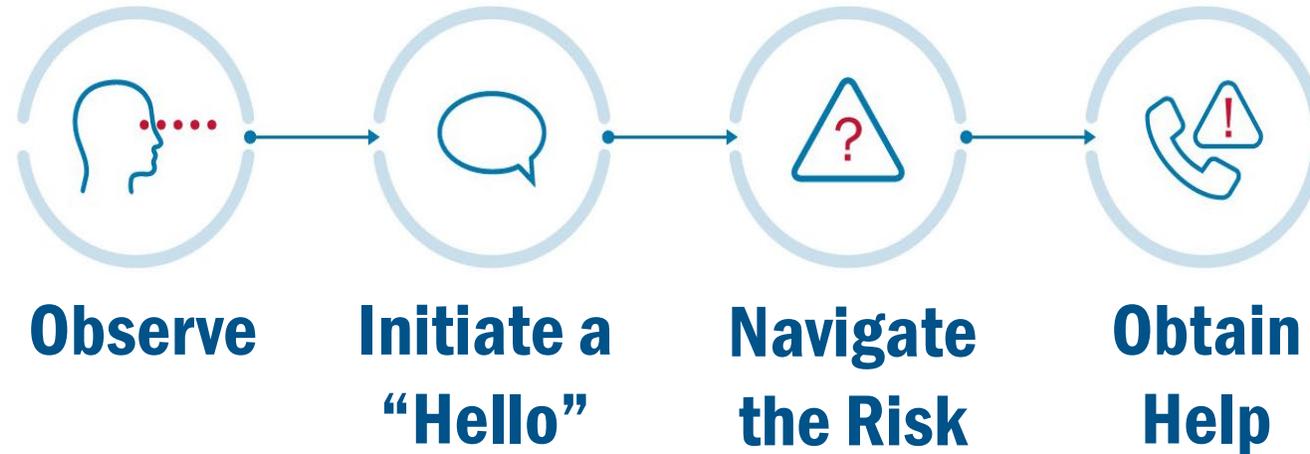


Non-Confrontational Techniques

- 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:

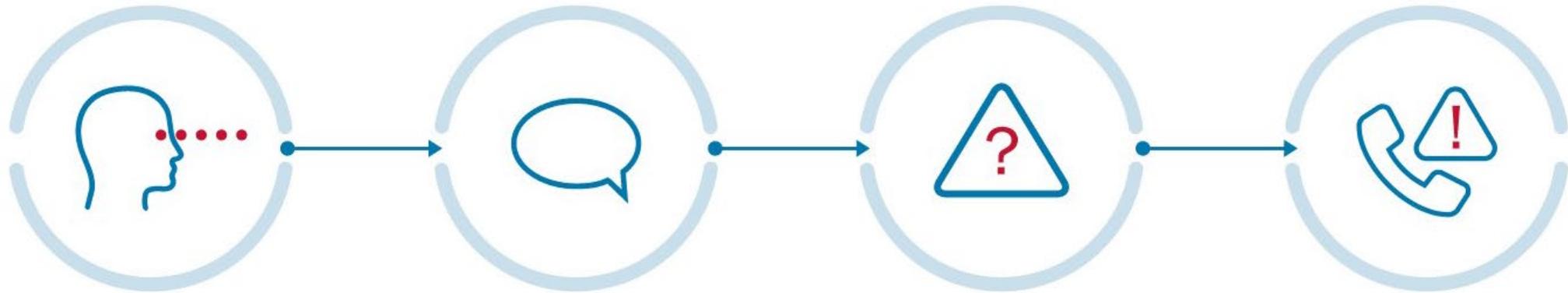
- What is happening?
- Who is doing it?
- Where is it taking place?
- When did you observe it?
- Why are they here?

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

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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

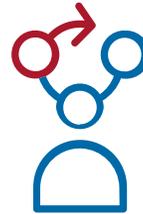


Recognize, Cont'd.

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

- 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





For more information:

cisa.gov

Questions?

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