

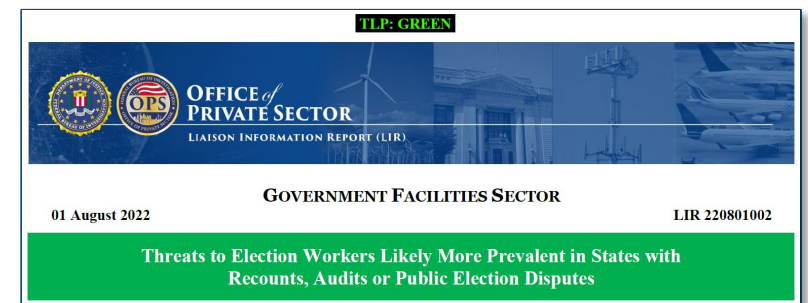
NON–CONFRONTATIONAL TECHNIQUES

FOR ELECTION WORKERS



Heightened Threat Environment

- **4/1 - FBI Report on Threats to Election Workers**
 - “Expected increase in reports of threats to election workers as the 2022 elections approach.”
- **6/7 - DHS NTAS Bulletin**
 - "As the U.S. enters mid-term election season this year, we assess that calls for violence by domestic violent extremists directed at democratic institutions, [...] election events, and election workers will likely increase“
- **8/2 - FBI Report on Threats to Election Workers**
 - "The majority of future threats are likely to occur in states or counties where recounts, audits, or public election disputes occur during the 2022 U.S. Midterm Elections and associated primaries [...]"

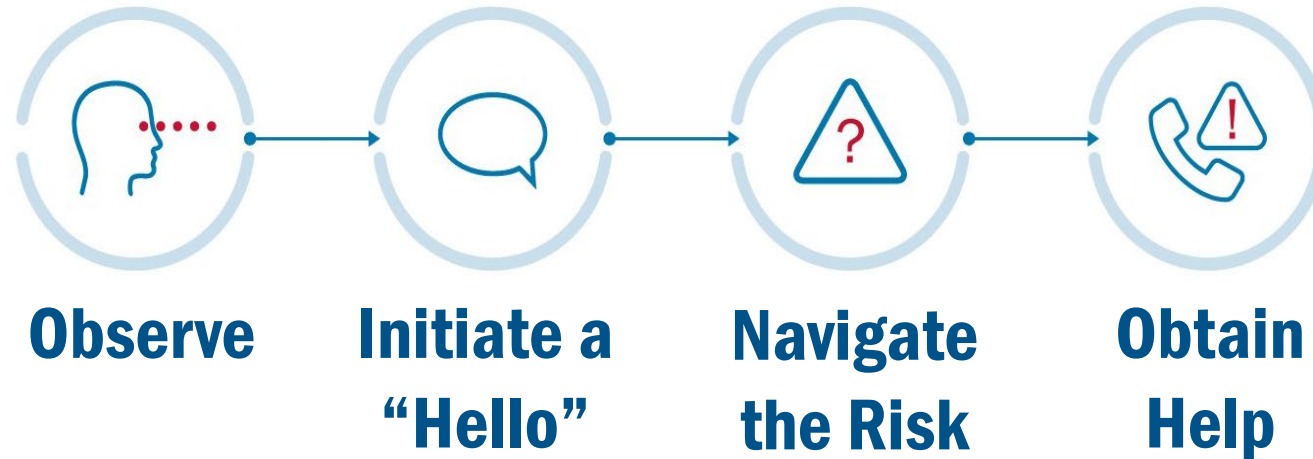


Disclaimer

- 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



Employee Vigilance through the Power of Hello



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

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



De-Escalation Series



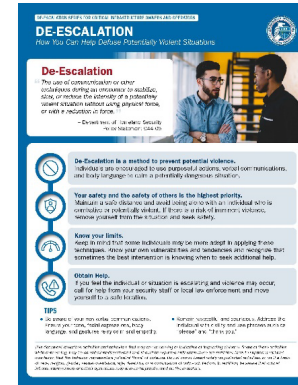
Recognize

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



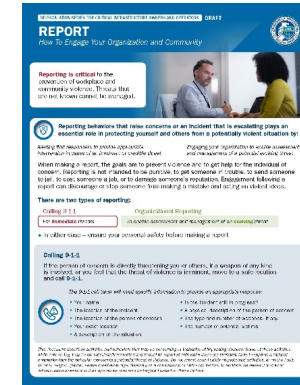
Assess

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.



De-Escalate

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:

Say...

"Calm down."

"I can see that you are upset..."

"I can't help you."

"I want to help, what can I do?"

"I know how you feel."

"I understand that you feel..."

Body Language

Instead Of:

Try...

Standing rigidly directly in front of the person

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

Pointing your finger

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

Excessive gesturing or pacing

Using slow, deliberate movements

Faking a smile

Maintaining a neutral and attentive facial expression



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



Incorporate Security Measures

- ✓ Determine if a **security plan** exists for the facility and if current protective measures provide sufficient security.
- ✓ Conduct a **vulnerability assessment** to identify and prioritize areas of concern.
- ✓ Develop an **emergency action plan** – specify steps elections workers should take if faced with an incident.
 - Coordinate/exercise plan with local law enforcement and first responders
 - Train election workers on life saving techniques – “Stop the Bleed,” “You are the help until help arrives”
- ✓ Implement appropriate measures to address potential gaps in security identified by the vulnerability assessment





For more information:

cisa.gov/election-security-library

cisa.gov/employee-vigilance-power-hello

cisa.gov/de-escalation-series

Questions?

Email:

cisa.isd.osp_active_assailant_security@cisa.dhs.gov

electionsecurity@cisa.dhs.gov