

CISA De-escalation Reference Card: Instructions for Printing

- If using a double-sided printer, make sure your printer settings are configured to flip on the long edge of the paper.
- If using a printer that cannot automatically print double-sided, make sure your printer settings are set to manually print-double sided, and then flip the paper in accordance with your printer's instructions after the printing of side 1.
- In both cases, it is advisable to print a test copy before setting up to print multiple copies, as printer settings can vary.
- These instructions are on Page 1 of the PDF. Instruct your printer to only print Pages 2 and 3.



De-escalation Reference Card



ACT WITH PURPOSE

- **Remain** calm
- **Change** the location, if needed
- **Respect** personal space
- **Engage** in active listening



COMMUNICATE WITH EMPATHY

- **Demonstrate** understanding and project hope
- **Maintain** a steady and consistent rate of speech
- **Moderate** tone and volume
- **Offer** reassurance, if possible



MONITOR BODY LANGUAGE

- **Keep** body angled and relaxed; limit hand gestures
- **Maintain** intermittent eye contact
- **Use** slow, deliberate movement
- **Ensure** facial expressions are neutral and attentive

KNOW YOUR LIMITS

IMMEDIATELY SEEK HELP IF THE INDIVIDUAL OR SITUATION IS ESCALATING AND VIOLENCE MAY BE IMMINENT.



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IF THE THREAT OF VIOLENCE IS IMMINENT, CONTACT 9-1-1 IMMEDIATELY

REPORT WHEN THERE ARE SUFFICIENT FACTS TO SUPPORT A RATIONAL CONCLUSION THAT THE BEHAVIOR OR ACTIVITY REPRESENTS A POTENTIAL THREAT OF VIOLENCE.

BE SURE TO PROVIDE THE FOLLOWING INFORMATION WHEN CONTACTING 9-1-1:

- Your name
- Location of incident
- Location of the person of concern
- Your exact location
- A description of the situation and the person of concern
- The number and type of weapons, if known

CONTACT YOUR LOCAL POC FOR ADDITIONAL INFORMATION
(NAME, PHONE, EMAIL, ETC.):

WHEN MAKING A REPORT, PROVIDE THE FOLLOWING INFORMATION:

- Exact nature and context of the perceived threat
- Who or what is/was the target
- Any available background regarding the person of concern
 - Possible stressors, if known
 - Conflicts with peers or management
 - Evidence of concerning behaviors
 - If known, any prior history of violence or threatening behavior

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