



REPORT

How to Engage Your Organization and Community

DE-ESCALATION SERIES FOR CRITICAL INFRASTRUCTURE OWNERS AND OPERATORS



RECOGNIZE



ASSESS



DE-ESCALATE



REPORT

REPORTING

Reporting is critical to the prevention of workplace and community violence. Threats that are not known cannot be managed. Reporting concerning behaviors or escalating incidents is essential to protecting yourself and others from a potentially violent situation. This can help to:



- Alert first responders to provide appropriate intervention in cases of an imminent or credible threat.
- Engage your organization to enable assessment and management of a potential evolving threat.

Reporting is not intended to be punitive, get an individual in trouble, cost someone their job, or damage one's reputation; rather, reporting is intended to get help for the individual of concern. Following up on reported information can help prevent future incidents of violence.

Two common methods of reporting:



- Contact 9-1-1 for immediate threats.
- Organizational reporting to enable assessment and management of an evolving threat.

In either case – ensure your personal safety before making a report.

CONTACTING 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, move to a safe location and contact 9-1-1.

The 9-1-1 call center will need specific information to provide an appropriate response:



This document describes activities and behaviors that may be concerning or indicative of impending violence. Some of these activities while concerning, may be constitutionally protected and should be reported only when there are sufficient facts to support a rational conclusion that the behavior represents a potential threat of violence. Do not report based solely on protected activities, or on the basis of race, religion, gender, sexual orientation, age, disability, or a combination of only such factors. In addition, be aware that critical infrastructure owners and their operations may also be targeted based on these factors.

ORGANIZATIONAL REPORTING

REPORTING CAN BE AN INTIMIDATING TASK:



Some individuals fear there will be negative consequences from getting involved. Others question if they may get it wrong or unintentionally cause harm to someone. To mitigate these challenges, organizations should consider creating systems which encourage reporting through a culture of shared responsibility, making sure people know reporting is confidential and designed to help them and the person of concern.

KEY POINTS TO INCLUDE IN A REPORT:



Identify the nature and context of the concerning behavior, comments, and/or perceived threat.



If known, identify the intended target.



Describe any known stressors associated with the individual(s) of concern.



Explain the words or actions you perceived as threatening.

- Did the person of concern express a planned course of action?
 - Does the plan make sense?
 - Is it realistic and specific?
- Does the person of concern have the means, knowledge, and ability to carry out a plan?
- Has the person of concern engaged in violent behaviors before?
 - Developing an idea or plan
 - Approaching, visiting, and/or following a target
 - Attempting to circumvent security or protective measures



Identify additional background information, if known.

- Are the person of concern's actions consistent with the concerning statements?
- Are those who know the person of concern worried that they might act based on inappropriate ideas?
- Are there any personal or professional stressors that may have contributed to the incident?
- Are there factors in the person of concern's life and/or environment which might increase or decrease the likelihood of violent action?
- Does the person of concern have known problems with peers, supervisors, management, or leadership?
- Is there evidence of substance abuse, mental illness, or depression?
- Is there evidence that the person of concern is experiencing desperation and/or despair?



The answers to these questions can contribute to a behavioral threat assessment by a trained multi-disciplinary threat management team and should provide or corroborate evidence as to whether a person is progressing toward a malicious act.

HELPFUL LINKS

CISA De-escalation Products and Resources: cisa.gov/de-escalation

CISA Employee Vigilance through the Power of Hello: cisa.gov/power-hello

CISA Preventing Workplace Violence: Awareness Considerations Infographic: cisa.gov/security-awareness-considerations

CISA Insider Threat Reporting Templates: cisa.gov/threat-reporting-templates