Community Safety Teams

How to De-escalate with CLARA

#WeKeepUsSafe

LISTEN
For feelings and needs behind the expressed positions.

AFFIRM
Their dignity, safety, and belonging and reflect back what you heard them say.

CENTER YOURSELF
Find a place of calm and recognize the person’s humanity and dignity.

RESPOND
With open-ended questions that help them reframe the situation.

ADD
If there is any helpful information you can add, please share. For example, where they might be able to find resources.