



COMMISSION ON CORRECTIONAL PEACE OFFICER  
STANDARDS AND TRAINING

# GENERAL STANDARD 005

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### DE-ESCALATION TECHNIQUES

#### STANDARD

All Correctional Peace Officers shall be knowledgeable and proficient in the use of de-escalation techniques to stop an action, or mitigate a situation where conflict, or the potential for conflict, exists.

#### COMPONENTS

The components of this standard are as follows:

1. Use of de-escalation techniques. The student shall be knowledgeable and proficient in the ability to use appropriate communication and recognize both verbal and non-verbal cues. The student shall be proficient in de-escalation techniques with a diverse population to minimize the necessity for the use of force.
2. Problem solving and decision making – The student shall be knowledgeable and proficient in analyzing situations and implementing the various de-escalation techniques to solve problems in a timely manner; using verbal skills to determine the appropriate resolution to a situation, with minimal reliance on use of force to accomplish custodial duties.
3. Officer safety – The student shall demonstrate situational and tactical awareness and the ability to respond appropriately and be ready to use force options if necessary.
4. Communication – The student shall use appropriate verbal and non-verbal skills to convey intended meaning and establish understanding to defuse potentially violent situations which could result in a use of force encounter.
5. Ethics – The student shall abide by the code of ethics and accepted principles of conduct that govern decisions and actions based on professional values and expectations.
6. Stress tolerance and emotional regulation – The student shall maintain self-control and make timely, rational decisions in stressful situation.
7. Competency - To establish competency a standard shall be measured in a pass/fail format to determine an officer's ability to apply the techniques instructed.

Commission Approved: (10/18/2018)

Revisions: (02/2023)

## **AUTHORITY**

California Penal Code 13601 (a)(1)

California Penal Code 13601 (d)

California Penal Code 13603 (b)

## **BACKGROUND**

It is the policy of the California Department of Corrections and Rehabilitation's (CDCR) to accomplish custodial and correctional functions with minimal reliance on the use of force. Furthermore, CDCR is committed to resolving conflicts at the lowest and least invasive level. De-escalation techniques are designed to promote appropriate communication between correctional peace officers and incarcerated persons. CDCR values a correctional culture that promotes positive interaction between correctional staff and incarcerated persons. The strategies presented will assist officers in what to do or say to prevent a situation from escalating. Appropriate communication is a key component of professional conduct.

## **REFERENCES AND CITATIONS**

California Penal Code

California Department of Corrections and Rehabilitation DOM Article 2, 51020.1, Use of Force

California Code of Regulations Title 15, Article 1.5, 3268, Use of Force.