



WICNA NEWSLETTER

Learning Point:

Negotiators help SWAT team to...

- Approach the crisis site
- Buy time to plan and rehearse assault
- Learn subject's routine
- Identify the leader
- Establish location of subjects and hostages
- Keep subject on phone in sight of snipers
- Distract from assault with delivery
- Learn of weapons and reinforcements
- Get video of interior of crisis site
- Monitor subject's plans and threats
- Exhaust subject

Crisis Negotiator Competition? A new idea, but only if you don't live in Texas...

Texas State University and their Department of Criminal Justice host an Annual Competition & Seminar for Crisis Negotiators. This year was the 24th year of the event. The competition is open to Crisis Negotiation teams from around the nation.

This year, the competition was won by the Round Rock Police Department, which is located just north of Austin, TX.

The mock situation involved individuals taking over a church building and holding more than 150 people hostage. The armed individuals who occupied the church had specific demands related to legislation change regarding gay marriage and lesbian, gay, bisexual and transgender issues. During the situation, the team had to negotiate with multiple individuals and navigate medical emergencies.



Round Rock Police Sgt. Darin Bayles participates in the Texas State University Department of Criminal Justice Crisis Negotiation Competition and Seminar. —Statesman.com

Dr. Wayman Mullins, a Police Psychologist at TSU, runs the competition, and has inspired the Arizona Tactical Officers Association (ATO) to start up their own event based on the TSU model. The ATO 2nd Annual Negotiator Training Competition was held on April 16, 2014 in Peoria, AZ. Is this the beginning of a training trend? We all have a love/

hate relationship with group projects and scenarios. We hate the thought of them, but we love the learning. So maybe this is the right approach. What do you think? Would you be more willing to participate in a group scenario, if it was a contest? Maybe we need a department to volunteer to host the first Wisconsin event...

The 25 Most Intense Hostage Situations Ever

From list25.com

This [article](#), posted by David Pegg on September 19, 2013, is an interesting summary of some of the world's most memorable events, from the recent

Alabama Bunker standoff to a 1972 airplane hijacking by two men and two women of the Black September organization.

There are photographs for each incident, including the

famous Patty Hearst booking photo. Hearst served two years of her seven year sentence before President Jimmy Carter commuted it. Read the [story](#) on FBI.gov

Dialing for Dollars with Virtual Kidnappings

Virtual kidnappings of U.S. Citizens living or traveling in Mexico came to the awareness of the American public around 2007. The long history of actual kidnappings in Mexico works to the advantage of the perpetrators of virtual kidnappings. The very real fear of physical abduction has people buy-



**MIRNA RINCÓN, A MEXICAN LEGISLATOR, AFTER A CALL LAST YEAR SAYING THAT HER SON HAD BEEN ABDUCTED
NEW YORK TIMES, MEXICO CITY JOURNAL, MARC LACEY, APRIL 29, 2008**

ing into the scam.

The way the scam works is similar to many other telemarketing schemes, in that information is gathered about a family through social engineering. Then the perpetrators, who might pose as corrupt police officers or cartel members, instill fear in the "kidnap" victim through death threats, and convince them to go wait at a specific and isolated location. The caller convinces the victim they are under surveillance and keeps them on the phone so no family member can reach them. The victim's family is then

contacted for ransom. A [New York Times article](#) published in 2008 suggests many of the extortionists might be calling from prisons in Mexico, where illegal cell phones are easily obtained by inmates. According to the article, Adrienne Bard, an American radio journalist living in Mexico, was targeted in March of 2008 by virtual kidnappers. She received a call from a crying young woman she believed was her own daughter. "I totally fell into the trap," she told the reporter. "You feel terror. If there is any chance it is your child, you play along."

In November of that year, more than a dozen members of Mexico's Congress received such calls, suspending business for the day. It was later discovered they were not specifically targeted, they merely had consecutive phone numbers dialed in order by the "kidnappers".

In the years since, incidents have been reported more often, and in countries other than Mexico. Many Latin American countries are now seeing virtual kidnapping numbers rise, and the schemes are getting more aggressive and sophisticated. Argentina has reported incidents where virtual kidnappers hacked

their victims' social media accounts to impersonate the victim, bolstering the credibility of their claim. Others are hacking the victims' phones to access the camera or stored photos to prove the victim has been kidnapped.

The US Consulate for Guadalajara, Mexico published a security message for US citizens dated March 7, 2012 which advised of the frequency of such scams, and how to handle telephone calls from kidnappers. They advise to remain calm and remember most of these types of calls are hoaxes, and the perpetrators are counting on you to react with fear. Do not say your loved one's name on the phone, or immediately agree to any demands. Treat the call as you would any other call you suspect of being a scam. Write down the number calling you, if available. Ask for verification of your loved one's identity, and while speaking with the caller, make attempts to locate your loved one by writing a note to a friend or co-worker and asking them to assist. If you confirm your loved one is safe, simply hang up and take no further calls. The perpetrators will generally give up quickly when they meet resistance. The response by Mexican authorities to virtual kidnappings can be minimal. Apparently, the anti-kidnapping units are busy enough with all the actual kidnappings there.



Telecommunicator of the Year
Thomas Schindler
Grant County Sheriff's Department

WIPSCOM Crisis Negotiation training for Dispatchers

On April 16, WIPSCOM held their annual Spring Conference in Steven's Point. [WIPSCOM](#), Wisconsin Public Safety Communications, is a partnership between the Wisconsin chapter of the National Emergency Number Association (WI-NENA) and Wisconsin Associated Police Communication Officers (WI-APCO). The training, provided by the FBI Crisis Negotiation Unit, consisted of 8 hours of instruction on

Active Listening Skills and Suicide Intervention. The group consisted of about 90 Dispatchers, Commanders and other telecommunications personnel from around the state of Wisconsin.

The Spring Conference also included the presentation of the award for Telecommunicator of the Year. This year the winner of the award was Thomas Schindler of the Grant

County Sheriff's Department. In Tom's nearly 25 years of experience as a Dispatcher, he also worked for the Fond du Lac Police Department and the Iowa County Sheriff's Department.

Don't forget your Dispatchers when you plan trainings and offer stress management solutions. The emotional drain of the job should not be underestimated.

Momentum building for Golden Gate Bridge suicide barrier

On March 26, 2014, the New York Times published an [article](#) about recent developments to the long standing debate on whether or not there should be a suicide barrier on the Golden Gate Bridge in San Francisco. Momentum is building in support of the idea, in large part to a clause added to the 2012 Federal Transportation bill authorizing funds for the installation of safety barriers and nets on bridges. Those against the idea of a barrier say it will detract from the bridge's beauty and character, and will not reduce suicide rates. However, proponents of the idea cite a 1978 study by Richard H. Seiden, which examined whether people restrained from jumping off the bridge from 1937 to 1971 committed suicide else-

where. His study revealed that 90% did not. Additionally, support is growing due to the efforts of the families of survivors with support from the Bridge Rail Foundation, an advocacy group. The foundation has collected their own statistics, and advises that since the bridge was built in 1937, there have been 1600 suicides.

Last year saw a record 46 people jump to their deaths from the landmark bridge, and 118 others were restrained from doing so. Additionally, the age of suicidal jumpers is decreasing. For most of the bridge's history, the average age of suicide victims was 35 to 45. Now most victims are 20 to 30 years old.

At the October 2013 WICNA conference in Madison, Sgt. Kevin Briggs, a California Highway Patrol Officer assigned to the Golden



Gate Bridge, gave a powerful presentation on his years of suicide intervention at the historic site.

Briggs, who recently retired after 23 years of service, wants people to know that intervention can make a difference. In the hundreds of suicide calls he was involved in, he only lost two people. One of the survivors told him what made the difference. "You listened. You let me speak, and you just listened."

Need help? Call 1-800-273-TALK (8255)

Gentle Mental Health with Dr. Rich Mahogany

When you click the link to the [ManTherapy.org](#) website, you might think you mistakenly pulled up a video of Will Ferrell as Ron Burgundy. And maybe that's what they want you to think. Because this new approach to men's mental health is getting a lot of attention. Man Therapy was created in 2009 by Cactus, a Denver based ad agency, in conjunction with the Carson J. Spencer Foundation and the Office of Suicide Prevention at the Colorado Department of Public Health and Environment. The interactive site was awarded the Safe States Alliance Innovative Initiative of the year in 2013. The site features The 18 Point Head Inspection, where Dr. Mahogany will ask you questions like "Did you know koalas sleep over 18 hours a day? Lazy little bastards. Tell me about your sleep habits." Each question is accompanied by multiple choice answers with radio buttons. The questions are

similar to those you might find on any suicide prevention website, but the wacky humor makes you want to keep answering to see what is coming up next. The site also has links to more expected resources such as a crisis hotline and advice for loved ones, but the real attention-getters are the not-so-expected "Man Therapies" which include "One on None (tm) Therapy" and "Rich's List". These are a collection of self help ideas and resources, to help men deal with depression, anger, stress and suicidal thoughts. The self help ideas are organized alphabetically, starting with Adopt a Dog, and ending with Zombie Crawl. Under W, I found Wash Your Sheets, and Dr. Mahogany's comment, "The process of cleaning has been proven to relieve stress, improve concentration and is an excellent outlet for anger. Plus, it gets rid of the leftover crumbs from that late night

jerky binge you went on last week." As you navigate through the site, you will notice the video of Dr. Mahogany is still playing in the background. He is sitting there watching you thoughtfully, until he gets impatient with how long you are taking with an answer, and starts reading his chainsaw manual.

"Question 1: Did you know that koalas sleep over 18 hours a day? Lazy little bastards. Tell me about your sleep habits."



Dr. Rich Mahogany uses humor to tackle tough issues

Photos from the May 6th WICNA Spring Conference in Franklin, WI



We encourage you all to share a comment or photo for the September 2014 newsletter! Please send submissions to jennifer.walkowski@ic.fbi.gov and cynthia.radtke@wisconsin.gov by August 15th, 2014 .