



The CommandPost

THE NEWSLETTER FOR NEGOTIATORS, INCIDENT COMMANDERS, SCRIBES, AND TACTICAL LEADERS

Presented By

CCII Canadian Critical
Incident Inc.

Volume 32
Spring Edition

THE PRESIDENTS MESSAGE

Greetings,

First and foremost it is very sad to report the deaths of Cst. Steve Dery of the Kativik Regional Police Force and Cst. Jennifer Kovach of the Guelph Police Service. My sincere condolences to their families, and their extended family members on the job.

I am excited about the changes to the web site www.canadiancriticalincident.com, thanks to Interphased. The web design allows for much easier access to the Executive, Advisory Board members, learning opportunities, conferences and the copies of the Command Post.

CCII members will easily and securely access current and past issues of the Command Post publications. This will be done by using your own email address. This great improvement makes it simple and effective to access.

“The 2012 fall conference was a tremendous success.”

The 2012 fall conference was a tremendous success. I received many positive comments at the conference as well as numerous emails.

I must say the theme PTSD was timed coincidentally with the release of the Ontario's Ombudsman Report “In the line of duty.” I recommend you get a copy on-line.

The guest speaker, Dr. Sean O'Brien gave a very enlightening discussion into the serious but treatable illness of Post-Traumatic Stress Disorder (PTSD). OPP D/Insp. Rick Kruger (Ret.) gave a compelling and honest presentation on his personal struggle with PTSD. His courage and tenacious effort assisted in bring the matter to the Ontario Ombudsman.

More information and photos on the successful fall conference are in this newsletter on page 4.

I am excited to announce, that CCII will be co-hosting this year's fall conference along with the Ottawa Police Service. It will be held at the National Hotel October 28, 29, 30 2013. More

details are mentioned in this newsletter.

I am very pleased to introduce Professor Frank Trovato to the CCII Advisory Board. Frank is currently a professor and consultant with the university and college sectors and was recently the former Program Head for the Justice Studies Program at the University of Guelph-Humber and Program manager at Humber College in Police Foundations Leadership Diploma.

Prior to his educational career, Frank was a former Inspector with the Toronto Police Service where he served on several committees and task forces dealing with the vulnerable and the mentally ill population.

Frank brings expertise in strategic management and leadership training. He will certainly broaden and enhance the expertise and skill level of the current Advisory Board members.

“CCII has completely revamped the Incident Commanders and Crisis Negotiators courses”

CCII is committed to improving on and developing new training models. Recently, CCII developed the Crisis Intervention Techniques for the First Responders. This one day workshop is a unique blend of crisis negotiation, effective communication, defusing/de-escalating tactics and incident command procedures. I was overwhelmed by the response and interest in this workshop. Guelph Police Service hosted the workshop, which attracted 70 people. Strathroy-Caradoc Police Service held two classes. I received a number of positive comments and emails.

CCII has completely revamped the Incident Commanders and Crisis Negotiators courses, particularly the scenario based training exercise, where I received good feedback from the Thunder Bay Police Service.

CCII and the Ottawa Police Service are very excited to announce this year's fall conference, October 28, 28 and 29, 2013. It will be held at

the wonderful National Hotel and Suites in the centre of Ottawa.

CCII is building on last year's great success and will be presenting dynamic guest speakers and interesting case studies on a number of current and vital issues that relates to the challenging demands of incident command and crisis negotiations. I am looking forward to seeing you at the conference!

Please check the web site for details on the conference and updates on learning solutions.

One last comment, I want to thank the Executive Team and the Advisory Board members for their unconditional support. The CCII Advisory Board is unique, like no other training organization in crisis negotiations and incident command. The education, skill set and depth of experience is truly second to none.

Take care and be safe.

CCII Canadian Critical Incident Inc.

“Make the Call Count”



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DRPS Tactical Support Unit's Tactical Rescue Vehicle

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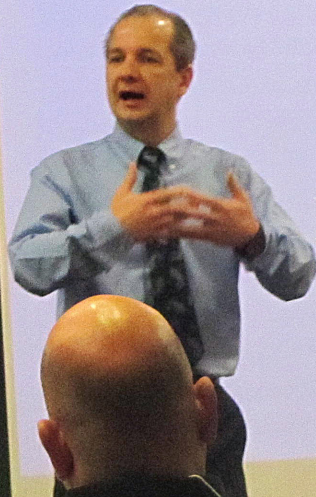
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Diagnosing and Treating Traumatic Mental Stress in Police Officers

Dr. Sean P. O'Brien, C.Psych.



2012 CCII FALL CONFERENCE RECAP

The Canadian Critical Incident Inc. 2012 Fall Conference co-hosted with the Stratford Police Service was another great success. The success of the conference was directly related to the quality of guest speakers, case studies and the steadfast support from Sgt. Gerry Foster of the Stratford Police Service and his dedicated team. The Adren Park Hotel provided an excellent venue for the conference, which added to its achievement.

“The conference brought a remarkable balance of extraordinary and compelling case studies and informative lectures”

The CCII fall conference attracted police and correctional officers throughout the province, such as Kenora, Kapuskasing, Sault Ste. Marie, Ottawa and Windsor.

The conference brought a remarkable balance of

extraordinary and compelling case studies and informative lectures relating to PTSD/OSI.

Guest speaker O.P.P. D/Insp. Bruce Kruger (Retired) gave a compelling and very personal account of his dealings with post-traumatic stress disorder. His courage and determination to make his illness public and his relentless pursuit received the attention of the Ontario Ombudsman André Marin. This resulted in a full investigation and recommendations, that were published in October 2012.

Dr. Sean O'Brien through his expertise in the treatment of post-traumatic stress was able to provide a very informative and stimulating lecture that helped demystify this serious but treatable illness. Dr. O'Brien discussed concrete strategies that officers can employ in order to protect them and their families from this occupational injury.

We are grateful to have presented guest speakers, who are experts in their respective fields. They delivered exciting and dynamic presentations, which made the conference a true learning experience.

Continuing training is fundamental in the constant changes and challenges of Crisis Negotiations and Incident Command. This conference certainly delivered on it. For those who unfortunately could not attend the 2012 fall conference; here is a list of the other presenters.

Sgt. Nancy Loucks, Sgt. Sean Wilson and Sgt. Sean Quinlan of the Peterborough Lakefield Community Police Service presented a very



interesting case dealing with the execution of a high risk warrant by their Emergency Response Unit, resulting in an exchange of gun fire. It was a frank and compelling presentation on what the team went through on that day.



Insp. Chris Newton of the London Police Service provided an excellent presentation on the St. Patrick Days riots that occurred at Franshawe College in London. And the tremendous challenges dealing with an excess of 1000 college students tearing apart fences, showered police and firefighters with bricks and bottles.

S/Sgt. Krista Miller is the OPP Coordinator for the Crisis Negotiation Program. S/Sgt. Krista Miller gave an informative overview of the number of hostage/barricaded gun calls throughout the province, the trends and the unique challenges presented to the OPP Incident Command Team.

S/Sgt. Dean Streefkerk of the London Police Service, Emergency Support Section delivered a captivating case involving a violent domestic. The suspect ignited the natural gas line in the house, which required immediate tactical intervention, resulting in the suspect being fatally wounded.

S/Sgt. Dana Early of the OPP South Bruce Detachment provided a very informative case study relating to the challenges and the exceptional demands of negotiating with an armed and barricaded person under the influence of methamphetamine.

Sgt. Jon Mulder and D/Cst. Lori Timpson of Chatham-Kent Police Service gave a dramatic presentation involving a suicidal person and the exceptional communication techniques used by

their Communication Operator, followed by a first rate tactical intervention, which saved a life.

Again, I want to thank the presenters, vendors, Arden Park Hotel and Sgt. Gerry Foster and his team for such a superb learning experience! I am looking forward to seeing you all in Ottawa at this year's Fall Conference October 28-30, 2013.





TRAINING DAY

CCII PROFILES THE GUELPH POLICE TACTICAL RESPONSE UNIT



GUELPH POLICE SERVICE TACTICAL RESPONSE UNIT

This team consisting of 12 police constables and 2 sergeants, provides mobile community patrol and emergency response in the City of Guelph. The constables are assigned to two teams and operate under the direction of team leaders. Officers' conduct regular proactive patrols throughout the city and support neighbourhood officers when required.

"The Guelph Police Tactical Response Unit has an outstanding history of service to the community and dedication to the Guelph Police Service."

The team also has city-wide responsibility, providing strategic response to high risk and potentially life threatening situations. These include all incidents involving firearms as well as reports of armed or barricaded persons, and hostage situations. The Tactical Response Unit also participates in the planning and execution of high risk arrest warrants, high risk search warrants and ground searches for both missing persons and searches conducted during serious criminal investigations. The team is well trained in negotiations and regularly deals with people in crisis, emphasizing a safe resolution to the incident for all involved.

Team members train weekly and attend numerous training opportunities with other larger services. Members also attend conferences to liaise with other tactical members throughout the province. The Guelph Police Tactical Response Unit has an outstanding history of service to the community and dedication to the service.

Guelph Tactical Response Unit Training Day

Training objective is to use the Guelph Police Service Critical Incident Response Team, Tactical Response Unit and the Waterloo Regional Police Service Emergency Response Unit in a hostage taking scenario, as per their duties and responsibilities under the Shared Service Agreement.

Training Scenario:

At approximately 7:00 AM, a 911 phone call is received at the Guelph Police Service from a woman who advises that her 22 year old daughter had sent a distress text message. Her daughter was a passenger on a "Go Transit" bus, travelling from Guelph to Georgetown. The message stated that the bus had been hijacked by a man with a gun. The man forced the bus to park at an airport. The mother had sent a text message back to her daughter, but had not received a response.

At 7:31 am, another call is received, from the Guelph Air Park, reporting that a "Go Transit" bus is parked on one of their runways, at the southeast corner of the property. An airport staff member approached the bus and a male person on board, pointed a handgun at them and told them to get back.

The Guelph Police Tactical Response Team (TRU) was assembled and briefed on the incident. The call was made for the complete Critical Incident Response Team (CIRT) to be assembled. Waterloo Regional Police Service Emergency Response Unit was notified of the incident, in the event a hostage rescue was going to be needed. Waterloo Police advised that they were tied up on their own tactical incident and presently not

available. Guelph Police TRU attended to the Air Park to set up containment.

At 8:36 am, the entire CIRT team, consisting of Incident Commanders, Negotiators and Scribes assembled at the Air Park were a Command Post had been established. Overhead maps and pictures of the Air Park property were provided.

The Guelph Police TRU had developed the Immediate Action Plans, arrest and surrender plans, which were communicated to and confirmed by the Incident Commander.

At 8:48 am, two males get off the bus and surrender to the TRU members. It was determined that the males were the bus driver and a GO Transit employee. They provided information that 6 hostages and two male hostage takers were on the bus. One of the hostage takers provided a note with a cell phone number written on it to the bus driver, which was turned over to the police. A similar "Go Transit" bus was brought to the command post staging area, to assist the TRU to train with in the event a rescue is required.

At 9:07 am, Waterloo Regional Police advised the Guelph CIRT Command that they were still not available due to their own critical incident call. This was intentionally put in the training



scenario to apply pressure to the Guelph Police Service.

Investigation identified one of the hostage takers, Cliff as a 44 year old male, on charge with Guelph P.S with forcible confinement and assault against his wife. He has a criminal record for driving offences.

Investigation further reveals that, Cliff has a brother Brian, who failed to report to work at a landscaping company.

At 9:28 am, Crisis Negotiators make contact with Cliff. He is demanding that his wife and his children be brought to the scene. He also made other demands, which were noted on the white board and reviewed by the Incident Command.

At 10:24 am, two hostages are released and are interviewed by the Investigating Team. Negotiations continue to speak with Cliff. Waterloo Regional Police report that their Emergency Response Unit (ERU) is on route to the Command Post.



10:55 am, one of the hostage takers runs from the bus. Two TRU members and a canine officer successfully track down and arrest the accused. Subsequent interview with the accused determines that he is Cliff's brother and that Cliff is armed with a handgun.

Negotiations continue and arrangements are made to deliver a throw phone and coffee.

11:46 am, Waterloo Regional Police ERU arrive

at the command post, which consist of tactical, EDU, negotiators, scribes and commanders. They are briefed and the transition of command takes place. Waterloo ERU uses the Go Transit bus to practise a tubular hostage rescue.

Waterloo ERU Negotiators take over negotiations using the Guelph P.S equipment. Through astute negotiations with both Guelph and Waterloo, more hostages are released with two remaining. Waterloo ERU prepare for a hostage rescue, while Guelph TRU provide containment.

Cliff becomes very despondent and suicide is being considered. Waterloo ERU Negotiators continue to speak with him.

At 2:34 pm, a single gunshot is heard coming from the bus, followed by the remaining two hostages fleeing from the bus.

Waterloo ERU conduct a stealth approach to the bus and are able to enter the bus and confirm that Cliff is deceased.

A debrief was held and it was agreed by all

THE TRAINING DAY IDENTIFIED ISSUES SUCH AS

Transition of command. The shared services protocol states that Guelph commanders will continue to be in charge of the incident, but what exact role do the Waterloo ERU commanders take?

Waterloo ERU uses some different language, for tactical operations than Guelph TRU. The need to standard language and terms was identified.

Waterloo ERU Negotiators were able to use Guelph's Negotiator's Kit; however it is different from theirs.

Communications between members on the ground (non-tactical members) was not possible. Guelph utilizes a digital radio system and Waterloo is an analog system. The Provincial common channel could not be patched through. This matter is being reviewed by the I.T people.

More inter agency training would be beneficial.

participants that the training exercise was important, essential and beneficial for both police services.

Both Waterloo P.S and Guelph P.S agreed that it was an excellent training day. And it is highly recommended that other police agencies continue to train with their shared services partners.



Canadian Critical Incident and the Ottawa Police Service are pleased to present

2013 FALL CONFERENCE



The National Hotel and Suites Ottawa

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The Canadian Critical Incident Inc. and the Ottawa Police Service are very excited to announce this year's fall conference, October 28, 29 and 30, 2013; held at the National Hotel and suites in the centre of Ottawa.

Building on last year's success, we will be presenting dynamic guest speakers on a number of current and vital issues that relates to the challenging demands of incident command and crisis negotiations.

Register before July 1st, and receive a special price of \$375.00!

After July 1st registration will be \$400.00.

Registration and a hospitality suite will be held on Sunday October 27, 2013.



PETERBOROUGH CRISIS NEGOTIATION CALL

Personal story of Crisis Negotiator Cst. Chris Robertson of the Peterborough Lakefield Community Police Service.

Hello, let me introduce myself. I am Chris Robertson and I have been a police officer for over thirty years. I presently hold the rank of Constable and I am assigned as a Beat/Bicycle cop for the Peterborough Lakefield Community Police service.

In 2008, I was trained and became a Crisis Negotiator.

Peterborough is well known to be the Hub in the Trent Canal System. As such

Peterborough possesses one of the largest Liftlocks in the world. These Liftlocks are visited annually by thousands of Tourists. However, they also have a dark side.

As a result of my designation as a Crisis Negotiator, I get the circular, The Command Post.

On September 11th I reported for duty and on my email was the latest edition of the Command Post. I took the opportunity to read the entire newsletter. One of the articles I read was the article about a D/Sgt. Wayne Genders from Niagara Region who wrote about one of his negotiations involving a male threatening suicide on the Niagara Escarpment.

“The article was thought-provoking and insightful for me. I didn’t realize how important reading this article was about to become.”

On the 13th of September I was assigned to help a fellow Officer check on the wellbeing of a young man who was feeling depressed. This young man was attending a local college and was in the 2nd year of his program.

We spoke to his friends who had not seen him or heard from him. We checked his apartment with no luck. This young man was a member of the



Nancy Loucks and Chris Robertson of the Peterborough Lakefield Community Police Service

Army Reserves so we checked the local Legion and he was not there.

During the checking of the legion we received a phone call from one of this young man’s friends who said she just received a text from him which said “I am at the liftlocks. Send the cleanup crew”.

Along with other units we quickly made our way to the liftlocks. As we arrived we saw the young man seated precariously on the middle tower on a ledge about 120 feet up from a concrete floor between the two elevator locks.

When I saw him on his perch my mind immediately went back to the article I had just read. It gave me confidence and a strategy.

I have done several negotiations but I have never had to do a negotiation face to face. We parked at the base of the three towers and I ran up the steps to the boating area. I was followed close behind by one of our Canine Officers and he is not a crisis negotiator.

I walked to the top of this arm and when I got to the pinnacle I was face to face with the young man. One advantage that I had was that we both share the same first name.

He was seated on the edge and looking straight ahead. I introduced myself and he did not acknowledge my presence. We were only about 8 feet apart. I told him what I was there for him and I told him I did not want him to hurt or kill himself because I cared. The first thing he said matter-of-factly and quietly was “ya right, you are supposed to say that”.

I did care. I told him I had a daughter the same age and she was in her second year at college (I did not tell him she was in the same program at the same college).

I was not just talking to him I was referring to her as well. When I told him this he finally looked at me. It was dark and I was using my flashlight to give some background light so I could see him. We made eye contact and I said “no Chris, I do care”.

I never realized how quickly you could care for someone. I could tell by his eyes, his demeanor, his speech and his body language he was serious.

I asked him to come down initially and several more times but his response was the same: “I’m going to stay right here”.

He finally started to talk to me but his speech

was very monotone. I quickly learned that his sister was a trigger, which I avoided. I learned that he was very empathetic and when I realized this I focused on this emotion. This was a valuable hook. I told him time after time that I cared and told him his family needed him.

His Dad was before the courts and I focused on his Dad needing him to be there for support.

I talked to Chris for about one and half hours. It was extremely exhausting and taxing.

When you are in a Command Post you have the benefit of a secondary negotiator with you. In this incident my initial secondary was not a trained negotiator. Due to the setting the Canine Officer could not hear what Chris was saying. About half way through the Canine Officer was replaced by a trained Crisis Negotiator, Sgt. Nancy Loucks. She also could not hear Chris.

I learned that Chris had experienced an awful lot for a young man. He had seen an older woman die when he was on co-op in high school. He had also seen another young person die in a

car accident. He was in the Army Reserves and friends of his had died overseas. His Dad was in a bad car accident and he was charged criminally and his family was being sued. He then made an advance to a young lady and she just wanted to be friends. That was his last straw.

“Face-to-face negotiation is a huge challenge. You are more involved. You are there with the person. You can see, hear and feel their pain.”

I really stressed the fact that I did not want him to hurt and kill himself because I cared. At this point arrangements were being made to provide all of us with Life Jackets, including Chris. When I told him we were getting life jackets, I told him I was not a good swimmer. Chris' demeanor had been changing and this sudden realization by Chris was his turning point. He saw I didn't want to get hurt and he also realized I did not want him

to hurt himself. My secondary says this is why he didn't jump.

When I could see that Chris was paying more attention to me and not looking straight ahead I again asked for him to come down. At this point Chris agreed.

Chris came off the ledge. When we got down to meet with our team I thanked him and gave him a hug. He was stiff as a board and showed no emotion. I rode with Chris to the hospital and he finally started to break down. Chris accepted help.

As a Crisis Negotiator I have learned the value of hooks and triggers. Use them to your benefit. Never turn down an opportunity to learn and better yourself. You never know when someone will need you.

Personally I would like to thank the Command Post for their dedication to this important cause. The reading of the Command Post definitely helped me in this Crisis Negotiation.

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IT'S TIME TO RENEW!

Canadian Critical Incident Inc. 2013 Membership Renewal

CCII has made enhancements to both the Command Post Newsletter and our website, www.canadiancriticalincident.com, but the membership price remains the same!

\$56.50

Individual membership Application

\$169.50

Police Service and Government Agencies

All prices include HST

The CCII newsletter "The Command Post" features great stories, articles, training experiences, lessons learned, trends and concerns relating to tactical, incident command and crisis negotiation. A CCII member can access this valuable information via the web site and read current and past issues of the Command Post.

CCII membership will allow you secure and complete access the web site, which includes learning solutions, conference information, photos and the CCII Advisory Board members.

Renew your CCII membership to take advantage of all the positive changes we've made!

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"Make the Call Count"

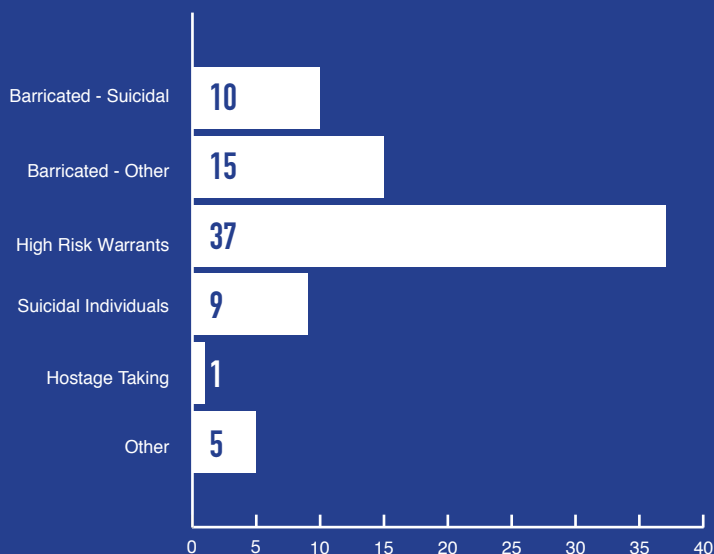
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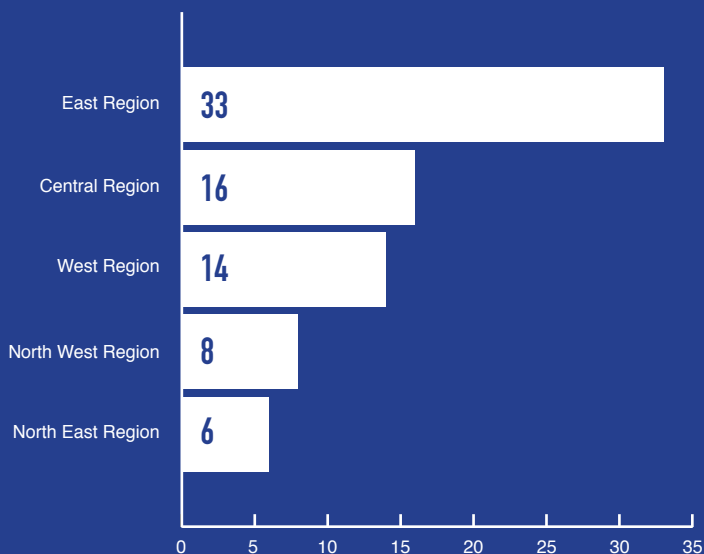
Please register online or fill out the form located on the last page of this issue.

CRISIS NEGOTIATORS – THE HARD NUMBERS

SERVICE CALLS BY TYPE IN 2012



SERVICE CALLS BY REGION IN 2012



The OPP has sixty Crisis Negotiators to provide their expertise in dealing with hostage, barricaded and suicidal subjects throughout the province. The OPP area of policing responsibilities is divided into five regions to cover the vast area of Ontario.

The OPP had a busy year last year. As the statistics indicate, there is a significant number of critical incidents and major crime, which occurs well beyond the Greater Toronto Area.

There were a total of 77 calls for service in 2012.

- 10 Barricaded - Suicidal
- 15 Barricaded - Other
- 37 High Risk Warrants
- 9 Suicidal Individuals (not barricaded)
- 1 Hostage Taking
- 5 Other

East Region had the greatest demands for service with 33 call outs.

Central Region and West Region are next with 16 and 14 calls for service.

North West Region had 8.

North East Region had 6.

The Crisis Negotiator from East Region was the busiest with 24 calls during 2012. That relates to two crisis negotiation call outs every month. Well done!

I want to thank CCII Advisory Board member Krista Miller for the impressive stats.

A close-up, high-angle photograph of an Xbox 360 controller. The controller is black with a matte finish. Visible details include the left and right analog sticks, the D-pad on the left, the start button, and the four colored action buttons (orange, blue, red, green) on the right. The controller is positioned diagonally across the frame. The background is a plain, light-colored surface.

XBOX NEGOTIATIONS

CRISIS NEGOTIATING FROM THUNDER BAY TO TEXAS VIA XBOX 360

Emergency Task Unit members Cst. Jim Wright and Cst. Mike Tomasevic responded to a call from complainant stating that a member of his online gaming community has made a reference to wanting to commit suicide. The message was received via an online text message through X-Box 360. The message was sent approximately two hours prior to police involvement. The only information on the subject was that he was playing online from somewhere in the USA.

It was decided that Cst. Jim Wright would be the primary negotiator and Cst. Mike Tomasevic would be the secondary negotiator. Under the circumstance the full Incident Command Team was not needed, however a scribe, investigators and technical support were called to assist.

“...He is trying to figure out how to get someone else to kill him”

Cst. Wright had the complainant attempt to raise the subject via text message. Cst. Wright had him type out a message to subject stating not to harm himself. All it showed was the subject's status was still “on.” It took several attempts, until the subject finally responded. He stated, “I’m still here, for now.”

Cst. Wright asked the complainant to go online and switch to voice communications through X-Box headset. The subject agreed to this once a message was sent to him by the complainant.

The Negotiation Team recognized that the primary objective at this point was to get the subject on line. In order to do so successfully, a ruse was set up with the complainant stating he was concerned about the subject's state of mind and wanted him to talk to his older brother (Cst. Wright).

Cst. Wright was able to speak directly with the subject and begin his rapport building and subject assessment. This was a unique challenge for Cst. Wright to play the role of a concerned older brother and use his training as a police crisis negotiator.

Cst. Wright's rapport building allows him to learn that the subject can no longer handle the pressures of life. He is desperate and he wants to end his pain.

At this time Cst. Tomasevic begin to research using a second computer. They are able to re-routed the audio communications through the TV set so both can hear the conversation. Subject advises he is 15 years old but will not reveal his location.

Cst. Wright continues to build a rapport and assess the subject. The subject was not willing to discuss his location. The negotiation team detected a southern type drawl in his speech and begins direct the conversation towards geographic southern states.

What is also clearly evident to the negotiating team is that the subject was not interested in typical teenage topics. The subject appeared to be extremely intelligent and ultra-religious. His knowledge of the Bible and scripture was very impressive. Subject also reveals he is the victim of cyber bullying. He also makes a statement that he is trying to figure out how to get someone else to kill him because he knows suicide would not be acceptable in his religion.

As a result of successful rapport building and subject assessment, Cst. Wright was able to discuss matters such as school, career and other interests. The subject mentioned to Cst. Wright, that he once watched a local hockey team, called the “Wildcats”.

Cst. Tomasevic immediately begins researching teams in Texas. He comes up with the Wichita Falls Wildcats. This is confirmed and Cst. Wright makes inroads with the subject to where he no

longer feels depressed and actually allows Cst. Wright to speak to his father over the headset.

“...he knew his son was in need of mental health assistance, but did not think it was this bad”

Subject's father had no idea what was taking place on this date. He stated he knew his son was in need of mental health assistance, but did not think it was this bad. The father states that his son is diagnosed with Asberger's Syndrome and is autistic. He believes this has made his son's life socially difficult, awkward and frustrating for the teenaged boy. The father states he will immediately seek more professional help. His son was already seeing a psychiatrist. Cst. Wright reveals to the father that he is a police officer in Canada and follows this up with a phone call via land line. This call lasts approximately 2 ½ hours.

Cst. Jim Wright and Cst. Mike Tomasevic are members of the Thunder Bay Police Service Emergency Task Unit. They are qualified Crisis Negotiators and monthly training is part of their regular duties. They use and perfect their negotiation skills through numerous high risk calls and face to face incidents as members of the Emergency Tactical Unit.

The success of this call can be directly related to the high level of skill and their commitment to ongoing training.



Thunder Bay Police Service. Crisis Negotiator Cst. Jim Wright

CANADIAN CRITICAL INCIDENT COURSES AND REFRESHER WORKSHOPS

Contact CCII to register today!

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CRISIS INTERVENTION TECHNIQUES FOR FIRST RESPONDERS

The Canadian Critical Incident Inc. (CCII) has recently developed a dynamic and informative one day workshop designed for the first responder, which includes the 911 Communicators; Crisis Intervention Techniques for First Responders. This workshop was created to assist the first responders in dealing with the challenging, demanding and potentially violent interaction with persons suffering from a mental illness or in a state of personal crisis.

The Ontario Coroner's Inquest, SIU investigations and the Mental Health Commission of Canada (March 2012 study) all have emphasized the need for the first responder to continue training in dealing with people suffering from a mental illness and in a state of crisis.

CCII has the unique privilege of an Advisory Board, comprised of Dr. Peter Collins Forensic Psychiatrist, Dr. Mini Mamak Forensic Psychologist and Dr. Jim Cairns Deputy Regional Coroner (Ret) and Professor Frank Trovato all of whom assist in the course development and training standards for CCII.

Developing the first responders ability to recognize and understand common mental illnesses, develop higher situational awareness, expand defusing techniques, enhancing active listen skills and tactical communications will significantly strengthen the first responders ability to resolve a crisis situation with

minimal use of force. This workshop will help reduce officer's injury and promote public safety and police accountability when dealing with people in a state of crisis.

This can be achieved by the following learning objectives; A blend of crisis negotiations and crisis intervention techniques

- Basic terminology and understanding common Mental Illnesses
- Promoting Officer safety and situational awareness
- Defusing and de-escalating communication techniques
- Active listening skills
- Creating dialogue techniques
- Basic Crisis Negotiation techniques to communicate with a suspect/subject who are threatening to harm themselves or others
- Basic Crisis Intervention techniques and emergency psychological care to assist a person in a crisis situation

The Crisis Intervention Techniques for First Responders workshop would be a great asset to your front line officers, communicators as well as emergency responders and CAS workers, who are in most cases the first point of contact with a person in a state of crisis. This workshop will include audio and video training aids and is a blend of academic studies and terminology delivered by an instructor with over twenty years of crisis negotiations experience.

CRITICAL INCIDENT REFRESHER WORKSHOP

The Critical Incident refresher workshop will provide their Incident Commanders and Crisis Negotiators a Critical Incident Refresher Workshop. The three day workshop will provide a current and comprehensive review of strategic planning and tactical considerations. Planning and directing multiple aspects which face the Commander can be among the most stressful facing a crime scene manager. The need for a total coordinated effort from arrival at the scene to the successful tactical resolution or intervention and understanding their respective

roles, responsibilities and limitations is essential.

This workshop is designed to provide personnel a review of their knowledge, skills, and commonly accepted practices and procedures essential to the effective and efficient planning and direction of operations in hostage and/or barricade person(s) situations. It will review the theory of crisis negotiations, strategies, communication skills, third party intermediaries, demands and deadlines.

CCII WELCOMES FRANK TROVATO TO THE ADVISORY BOARD



Biography

Professor Frank Trovato was the Program Head for the BAA Justice Studies Program at the University of Guelph-Humber from 2006-2010.

Professor Trovato completed his PhD in Philosophy, University of Toronto (2008), M.Sc. in Criminal Justice Administration from Niagara University (2000), a BA in Criminology and Sociology from the University of Toronto (1996), a Human Resource Management Certificate (2000) from University of Toronto, and a Law Enforcement Administration Certificate from University of Toronto in (1987).

Professor Trovato has also served as a senior police executive with the Toronto Police Service completing 30 years of distinguished service prior to joining the University of Guelph-Humber in 2004.

Professor Trovato has been recognized for his dedication to teaching and his commitment to advancing the justice program as the recipient of the Online Learning Award 2011, Community Service Award in 2009, National Teaching and Leadership Excellence Award in 2007; Distinguish Faculty of the Year Award in 2006; and the Innovation of the Year Award in 2005.

Professor Trovato's educational interests include creating higher education pathways for justice professional across the country. His major achievement has been the development and implementation of the BAA justice degree program serving and graduating more than 500 or more justice professionals representing more than 25 justice agencies and police services.

About the BAA Justice Studies Program (University of Guelph-Humber)

The Bachelor of Applied Arts Degree (BAA) in Justice Studies was designed specifically to meet the growing needs of Canadian law enforcement and other justice professionals working in the administration of Justice. The program is based on curriculum that is of high quality theoretically, while at the same time combined with practical experience. The easy access offered by delivering courses in a hybrid format, meaning weekend class instruction combined with distance education, makes this program a flexible program ideally suited for the working professional.

In this setting, adult students become life-long learners and will form new associations, new networks and strong relationships with other justice students working in organizations right across the country. This program when completed will provide career advancement opportunities and open the possibility of further study at the graduate level.

For more information about the program visit Professor Trovato on LinkedIn and the University of Guelph-Humber website at: <http://www.guelphhumber.ca/programs>

CRISIS NEGOTIATORS COURSE AND REFRESHER

The Canadian Critical Incident Inc. has revamped the Crisis Negotiators course and the Crisis Negotiators Refresher course to include the current techniques and tactics to help bring a successful intervention.

The Crisis Negotiator faces enormous challenges and stress from two spectrums; the demands of Incident Command and the barricaded/hostage/suicidal suspect or subject.

This five day course will cover the fundamentals of crisis negotiation procedures, practices, subject assessment and the challenges in dealing with people suffering from a mental illness and in a state of crisis. It will also include effectively managing

third party intermediaries, demands and deadlines. Discuss creating dialogue techniques, communication behaviors and active listening skills.

It will also review the Provincial Standards (Ministry Accredited Training Standards) and departmental internal directives and procedures as it relates to Crisis Negotiations.

The course has recently added valuable self-help tips for the Crisis Negotiator, after handling that difficult call that should not have happened.

Contact CCII to register today!

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DRPS TACTICAL SUPPORT UNIT'S TACTICAL RESCUE VEHICLE



Thanks to a generous donation from General Dynamics Land Systems - Canada in London, Ontario, the DRPS has a new tool to deal with dangerous hostage taking or armed and barricaded person calls.

The Service's new Tactical Rescue Vehicle (TRV) was unveiled on March 8, 2013 at the Colonel R.S. McLaughlin Armoury in downtown Oshawa. The bulletproof, 7-tonne vehicle will carry eight members of the Tactical Support Unit (TSU) and can reach speeds of up to 100 km/hr.

"We are here today to say thank you to General Dynamics and their very generous donation," said Chief Constable Mike Ewles. "This is a significant contribution to public and officer safety here in Durham Region and it gives us a new and immediate option in high-risk calls."



The vehicle will be parked indoors at our Courtice Court warehouse and will be deployed by the DRPS TSU only for training purposes or high-risk calls. It could be deployed to neighbouring jurisdictions if those communities have shared resource agreements with the DRPS.

For more information about the new TRV, contact Inspector Charlie Green ext. 3535 or S/Sgt. Mike Cain of TSU at 1-888-579-1520 ext. 5305.

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**Please mail completed application form with payment to: Canadian Critical Incident Inc.,
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