

*The History of the  
Western States Hostage Negotiators' Association  
WSHNA*



*Compiled by  
Lieutenant Greg Heun  
Idaho Department of Correction  
2023-04-18 revision*

# ***Bruce Wind's WSHNA History***

On Thu, Jun 2, 2022, 6:22 AM Bruce Wind (WSHNA) <[brucewind@comcast.net](mailto:brucewind@comcast.net)> wrote: Some history for our new Board Member (grab a cup of coffee),



The original WSHNA logo, designed by Bruce Wind, Seattle Police Department



2007, Salem hosted WSHNA this new logo designed by Bruce Wind, Seattle Police Department, was adopted by the Association

WSHNA was started in 1986, originally it was the Washington State Hostage Negotiators' Association. As our organization spread into Oregon and eventually Idaho, we morphed into the Western States Hostage Negotiators' Association. The core of our membership has always been Washington & Oregon. We used to have members from British Columbia, however restrictions on training by the Canadian Police College gradually phased-out our Canadian members. We currently have zero from Canada. Alaska became a big part of WSHNA when we went to Anchorage in 2015 for one of our more memorable seminars. We have over the years had a handful of members from New Mexico, Montana, & Northern California. We have become, IMHO, one of the top three negotiation associations in the country, both in size and influence.

What started as almost exclusively Law Enforcement, has now become a 50/50 mix of Law Enforcement & Correction.

Here's a good article on the Birth of WSHNA.

For many years we were just a 'bunch of negotiators' who gathered once a year, had a speaker or two, and drank some beer. Obviously, we are not that anymore. For the first time in our history, we are under contract for two years in advance and seriously looking at 2025. We've grown to a size where we just can't pick any place for a seminar, and we are courted by locations for our business. We've gone from a host team having total control of a seminar to the team effort it takes today to put on a very professional training & social event.

It wasn't until 1991 that we realized that we weren't just a bunch of guys & gals gathering to train, we were an actual 'organization' that required some sort of legality. The IRS reminded us of this, and we took action. Today we are a valid non-profit organization recognized by both the IRS and the State

of Washington. We file taxes and we maintain our corporate identity. We're all grown up.

For the past number of years, we have maintained a professional relationship & friendship with Jennifer Herring from NHS Global Events. Jennifer is a great help to us when it comes to negotiating contracts, reading contracts, and saving us much heartache. Honestly, I don't know how we existed before her. Jennifer is a pro at the convention business, it is her job, and I'm sure we are small fish in her ocean of clients. But we always get the most professional service from her. How did we meet Jennifer? Jennifer's husband, Joey Herring, used to be a negotiator for Las Vegas Metro PD. Joey has since promoted and had numerous jobs with LVMPD, and Jennifer remains our constant source of information for the hectic world of convention planning.

Your Executive Director (me). I run the week-to-week operation of WSHNA. Yes, I am busy with WSHNA business on a weekly basis, not just seminar time. I receive a small stipend from WSHNA, and I have an annual contract with WSHNA. For those of you that don't know me, I was a 38-year patrol veteran of the Seattle Police Department (in better days). My 'other responsibility' as a patrol officer, for 27-years, I was a hostage/crisis negotiator. I have always been a student of suicide intervention & peer support. When I retired in 2012 (yes, I'm that old) I continued an on-going relationship with Code4 Northwest, a helpline for First Responders. I have since stepped away from Code4 NW, it was time to take a break.



2009 this logo designed by Bruce Wind, Seattle Police Department  
To have a more modern look that didn't make WSHNA look specifically law enforcement/corrections

As Executive Director (and being with WSHNA since almost the beginning) I am always your 'go-to guy'. When you need something, email me. I have maintained answers to almost every task you will encounter in the HNT world. Have you been assigned a project by your non-HNT Lieutenant, who just doesn't understand? I probably already have most of your research done, or I know who has done the research. Don't reinvent the wheel.

I have some things I would like to accomplish with this new WSHNA leadership. It is time we make some housecleaning changes in our bylaws, redefine some roles in our Board of Directors' structure, reorganize our members' benefits (lunches, training funds, & scholarships), and come into line with other negotiation associations about seminar & membership fees (we don't charge enough).

Anyway, that's some thoughts on this Thursday morning, I'm sure there will be more when the mood strikes. Now, off to the golf course.

Stay safe & sane,

Bruce A. Wind  
WSHNA Executive Director  
[www.wshna.com](http://www.wshna.com)

(Seattle P.D. 1975-2012)

Some helpful links.

Microsoft Word - The Birth of WSHNA Ver. 1.1

<[http://www.wshna.com/yahoo\\_site\\_admin/assets/docs/The\\_Birth\\_of\\_WSHNA\\_Ver\\_11.22262552.pdf](http://www.wshna.com/yahoo_site_admin/assets/docs/The_Birth_of_WSHNA_Ver_11.22262552.pdf)>

Microsoft Word - Information Request Resource Sheet November 1, 2021

([wshna.com](http://www.wshna.com))

<[http://www.wshna.com/yahoo\\_site\\_admin/assets/docs/Information\\_Request\\_Resource\\_Sheet\\_November\\_1\\_2021.30642452.pdf](http://www.wshna.com/yahoo_site_admin/assets/docs/Information_Request_Resource_Sheet_November_1_2021.30642452.pdf)>

Microsoft Word - WSHNA By Laws Ver. 3.4 (Pending Board Approval)

<[http://www.wshna.com/yahoo\\_site\\_admin/assets/docs/WSHNA\\_By\\_Laws\\_Ver\\_34.16560313.pdf](http://www.wshna.com/yahoo_site_admin/assets/docs/WSHNA_By_Laws_Ver_34.16560313.pdf)>

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# *Chronological History of WSHNA*

## **1986**

### **(Washington State Hostage Negotiators' Association)**

Organization Meeting, Spokane, Washington

First initial meeting held in Spokane Police Officers Guild Building

First President: **Steve Adkins**, unanimous vote, 1-year terms



Original WSHNA logo designed by Bruce Wind, Seattle Police Department



Carlotta Jarrett, Bellingham PD, WSHNA organizing meeting

#### **Carlotta Jarrett (WSHNA president 1996-1997) remembers the WSHNA beginnings** (submitted 2023-03-13)

I was at that first [WSHNA] meeting in the little white Spokane Police Guild building. Steve Adkins was President for 2 or 3 years as I recall. While on that board we used to meet at a little restaurant just east of the main Ellensburg exit for 2 or 3 yrs. (when there was an east side President) Steve was a tall guy!

What a trip down memory lane. I was at every one of those trainings until about 2004 (except Nevada). I ran across a group photo of the Salem training for WSHNA.

Seminars in the Beginning:

How yearly training sessions were conducted in the beginning. Info provided by Bruce Wind:

During the first 5-6 years 'seminars' were more like 1–2-day training days. They were labeled the Spring Seminar & Fall Seminar and held on the west side of Washington and the east side of Washington alternately.

#### **Major Hostage Incident of the Year:**

Pan Am Flight 73: Another flight which resulted in a devastating hostage situation was Pan Am Flight 73 in 1986. Of the 360 passengers, 43 died. The hijackers managed to get past airport security by driving a jeep that was modified to look like an airport vehicle, as well as wearing airport security uniforms. They boarded the plane, but the pilot, copilot, and flight engineer were able to escape immediately. Things started to get bad when the gunmen shot one passenger in the head and threw his body out of the plane as a warning. When the plane lost power, one hijacker got desperate and attempted to shoot the explosive belt that another hijacker was wearing. His aim was to kill himself and everyone on board, but he missed slightly and only caused a small explosion. This caused the other hijackers to open fire on the hostages and throw their grenades. 20 people died in this onslaught, but a large number of hostages were able to escape. The militants were captured after they ran out of ammo but were still firing on the hostages until their last rounds were used up.

## 1987

Spring/Fall Seminars (1<sup>st</sup> Annual), Tacoma, Washington



**President:** Jim Hoagland, Spokane Police Department

**Vice President:**

**Speakers:**

## 1988

Spring/Fall Seminars (2<sup>nd</sup> Annual), Yakima, Washington, Holiday Inn  
Hosted by the Richland Police Department



**President:** Randy Sandvig, Walla Walla Police Department

**Vice President:**

**Speaker:**



Harvey Schlossberg, NYPD HNT Psychologist  
Author, of *Psychologist with a Gun* (1974)

**Harvey Schlossberg, NYPD** Hostage Negotiation Team; coached thousands of New York City police officers in hostage negotiations, creating a model for law enforcement. Author of *Psychologist with a Gun*

## 1989

Spring/Fall Seminars Tri-cities (3<sup>rd</sup> Annual), Richland WA. Red Lion Hotel

**President:**

**Vice President:**

**Speakers:**

## 1990

Spring/Fall Seminars (4<sup>th</sup> Annual) west Washington?

President:

Vice President:

Speakers:

## 1991

Spring/Fall Seminars (5<sup>th</sup> Annual) east Washington?

President:

Vice President:

Speakers:

**Major Negotiation Incidents of the Year:** April 1991: Largest Hostage Taking in US History. In April 1991, four gunmen marched into The Good Guys! store, taking 39 people hostage, triggering a stand-off with police that would last 8 1/2 hours. Incident gained notoriety in a violent siege that resulted in the deaths of 6 people: 3 hostages and 3 perpetrators and left eleven people wounded.

## 1992

Seminar (6<sup>th</sup> Annual), Oct 20-28, Olympia, WA, Tye Motor Hotel



President:

Vice President:

Speakers:

**Major Negotiation Incidents of the Year:** Ruby Ridge, Idaho; Aug 21<sup>st</sup> to Aug 31<sup>st</sup>, 1992

## 1993

Seminar (7<sup>th</sup> Annual), Apr 13-16, Spokane, WA

Hosted by the Spokane Police Department



Event Chairperson:

President:

Vice President:

Speakers: FBI Advanced Training Class

**Major Negotiation Incidents of the Year:** Waco, Texas, Feb 28, 1993, to Apr 19, 1993

# 1994

Seminar (8<sup>th</sup> Annual), May 3-6, Lynnwood, WA, Double Tree Hotel  
Hosted by the Snohomish County (WA) S.O



**Event Chairperson:** Jeff Brand, Snohomish County Sheriff's Office

**New President:** Randy Taylor

**Vice President:**

**Special Recognition Award:** Bruce Wind, Seattle Police Department



Bruce Wind

## Speakers:



Ellis Amdur, M.A.

**Ellis Amdur, M.A.**, based in Seattle, teaches Arrestling, a mixed martial art specifically for law enforcement, Amdur teaches courses for a variety of different venues, from law enforcement and corrections to mental health and families on crisis intervention.

**Thomas Strentz, Ph.D.**; an experienced negotiator who designed and directed the FBI's hostage negotiator program, lays out the critical elements that are required for a successful encounter with a hostage taker or other malfeasant.



## 1995

**WSHNA (Washington State Hostage Negotiators' Association)** name changed to **WSHNA (Western States Hostage Negotiators' Association)** in mid-year and granted Non-profit status

**Seminar (9<sup>th</sup> Annual)**, April 11-14, Yakima, WA, Holiday Inn

Hosted by the Yakima (WA) Police Department



**Event Chairperson:** Sherry Murphy, Yakima (WA) Police Department

**President:** Randy Taylor

**New Vice President:**

**Speakers:**



**Police Constable Trevor Lock**



**Harvey Schlossberg, NYPD HNT Psychologist  
Author, of Psychologist with a Gun (1974)**

**Constable Trevor Lock:** Police constable Trevor Lock, one of the British hostages in the 6-day siege drama at the Iranian Embassy in 1980. PC Lock, as he was then, was, of course, one of the heroes of the Iranian embassy siege. It is not a mantle that sits easily with him. He has done no book deal; does not pitch up on TV news as a pundit for every hostage situation.

**Harvey Schlossberg, NYPD** (spoke at the 1988 WSHNA Seminar too); NYPD Hostage Negotiation Team; coached thousands of New York City police officers in hostage negotiations, creating a model for law enforcement.

**Dr. Fred Van Fleet**

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**WSHNA receives Tax Exempt Status this year in September:**

## **WESTERN STATES HOSTAGE NEGOTIATORS ASSOCIATION**

PUYALLUP, WA 98374-4181 | Tax-exempt since Sept. 1995

EIN: 91-1447025

**Classification** ([NTEE](#))

Arts, Culture, and Humanities N.E.C.

**Nonprofit Tax Code Designation: 501(c)(3)**

Defined as: Organizations for any of the following purposes: religious, educational, charitable, scientific, literary, testing for public safety, fostering national or international amateur sports competition (as long as it doesn't provide athletic facilities or equipment), or the prevention of cruelty to children or animals.

**Donations to this organization are tax deductible.**

### **Major Negotiation Incident of the Year:**

**Budyonnovsk Hospital Hostage Crisis:** Another devastating incident was the Budyonnovsk hospital hostage crisis in 1995. Chechen separatists took 1,500 to 1,800 people hostage and at least 105 of those hostages died. The separatists attacked the small Russian city of Budyonnovsk, and after Russian reinforcements arrived, the Chechens retreated to the city's hospital, where they took hostages. When the Russians didn't take their demands seriously, they immediately started executing hostages. The Spetsnaz once again attacked the hospital head on, and many hostages were killed in the crossfire. They tried 3 separate assaults, all of which resulted in more and more deaths. The hostages that were later released were furious with the Russian government for ordering a full-frontal assault on the hospital. The actual number of civilian deaths is unknown, as some independent researchers say it was over 166 people.

## 1996

**Convention (10<sup>th</sup> Annual)**, May 11-14, Pendleton, Oregon, Red Lion Hotel  
Hosted by the Oregon State Police



**Event Chairperson:** Gregg Lockwood, Oregon State Police

**New President:** Carlotta Jarratt, Bellingham Police Department

**Vice President:**

**Board Members:** Randy Sandvig, Steve Adkins, & Mark Green



Carlotta Jarratt, Bellingham PD  
WSHNA President

**Speakers:** FBI CNU Special Topics Seminar (FBI Advanced Training Class)

### **Other WSHNA happenings:**

**WSHNA newsletter** started the summer of this year called **Open Line**, the brainchild of Lori Olson, Tukwila PD (WA)

### **Major Hostage/Negotiation Incident of the Year:**

**Montana Freeman**, Billings, Montana; March 25<sup>th</sup>, 1996; 81-day standoff with FBI & ATF

**Kizlyar-Pervomayskoye Hostage Crisis:** The Kizlyar-Pervomayskoye Hostage Crisis was another devastating incident that happened during the First Chechen War in 1996. It started off as an assault on an airbase in Kizlyar by Chechen forces, but quickly deteriorated into a hostage crisis when they retreated into the town of Kizlyar and took thousands of people hostage. The next day, all except 120 hostages were released, and the Chechens were allowed to safely retreat back into Chechnya, or so they thought. Their convoy of 13 vehicles was attacked by a Russian helicopter, and the convoy sought refuge in another town, called Pervomayskoye. There they took an additional 100 hostages. At some point the Russians declared that the Chechens had executed all the hostages, which allowed them to assault the town head on. But the hostages were still alive. After hellish fighting, the Chechens escaped the town, taking the hostages with them. They managed to fight through Russian lines, and some of the hostages were killed in the crossfire. In the end, the Chechens still claimed to hold 60 hostages, which they took back with them into Chechnya. These hostages were later freed as part of an exchange with the Russians, although 26 hostages died in the fighting.

# 1997

Convention (11<sup>th</sup> Annual), April 27-30, Portland, Oregon, Red Lion Jantzen Beach Hotel  
Hosted by the Portland Police Bureau



**Event Chairperson:** John Bocciolatt, Portland Police Bureau

**President:** Carlotta Jarratt, Bellingham Police Department

**New Vice President:**

**Board Members:** Randy Sandvig, Steve Adkins, & Mark Green

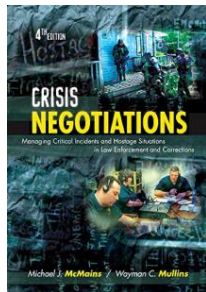


Carlotta Jarratt, Bellingham PD  
WSHNA President

## Speakers:



Dr. Frederick Lanceley  
FBI - Retired



Dr. Wayman C. Mullins



Sgt. Mike Albanese  
Los Angeles Police Dept.



Dr. Kris Monhandie

**Dr. Frederick J. Lanceley**, NEGOTIATION LESSONS LEARNED BY AN FBI HOSTAGE NEGOTIATOR, led the FBI's hostage negotiation program, saw the similarities between hostage negotiation and what I learned as a salesperson became evident. Took part in the Waco negotiations.

**Dr. Wayman C. Mullins**, Crisis Negotiations: Managing Critical Incidents and Hostage Situations in Law Enforcement and Corrections; author, Crisis Negotiations & Managing Critical Incidents (still in print)

**Sgt. Mike Albanese, LAPD:** During his tenure at the LAPD, he was assigned to the LAPD's Special Weapons and Tactics Unit (SWAT), both as a Police Officer and a Sergeant, and was the Cadre Leader of the Crisis Negotiation Team (CNT) for over eight years.

**Dr. Kris Monhandie**, a clinical, police, and forensic psychologist with over twenty-five years of experience in the assessment and management of violent behavior.

**Special Seminar Event:** Golf Tournament

# 1998

Convention (12<sup>th</sup> Annual), May 4-7, Reno, Nevada, Peppermill Hotel & Casino  
Hosted by the Washoe County Sheriff's Office, Nevada



**Event Chairpersons:** Lisa Haney & Mary Kelly, Washoe County Sheriff's Office

**New President:** Marsha Barnhill

**Vice President:**

**Speakers:**



Cpt. Cecil Pearson, ret  
Washoe Co. Sheriff's Office



Judge Mills Lane  
Washoe Co. Sheriff's Office



Dr. Lawrence Blum

**Cecil Pearson**, is a nationally recognized international law enforcement consultant and training provider in law enforcement and correctional topics and author of the book Hostage Situations

**Judge Mills Lane**, in 1979, Lane became Chief Deputy Sheriff of Investigative Services at the Washoe County Sheriff's Office. He was elected District Attorney in 1982 and District Judge in 1990

**Dr. Lawrence Blum**, application of psychoanalytic ideas to the understanding of society and culture.

# 1999

Convention (13<sup>th</sup> Annual), May 2-5, Tukwila, WA, Double Tree Suites Hotel  
Hosted by the Seattle Police Department



**Event Chairperson:** Bruce Wind, Seattle Police Department

**President:** Marsha Barnhill

**New Vice President:**



Bruce Wind  
Event Chairperson  
Seattle Police Department

## Speakers:



Dr. Mike Webster  
Police Psychologist



Captain Al Haynes  
Flight 232 DC-10 crash

**Dr. Mike Webster** is a police psychologist who acts as a consultant to emergency response teams, and instructs on crisis negotiation through his consulting company, Centurion Consulting Services Ltd. He also works as a consultant to American law enforcement in this area and is an adjunct instructor at the FBI Academy.

**Captain Al Haynes**, who was considered a hero for his life-saving actions during the United Airlines Flight 232 crash of 1989, He, along with the crew had been instrumental in saving the lives of those on board during the horrific crash-landing of the United Airlines McDonnell Douglas DC-10 that departed Denver's Stapleton International Airport bound for Chicago. It was the fifth-deadliest accident involving a DC-10.

**Sgt. Larry Chavez**

## 2000

Convention (14<sup>th</sup> Annual), May 7-10, Eugene, Oregon, Valley River Inn

Hosted by the Eugene Oregon Police Department & Lane County Sheriff's Office



**Event Chairperson:** Steve Williams

**New President:** Gregg Lockwood, Oregon State Police

**Vice President:**

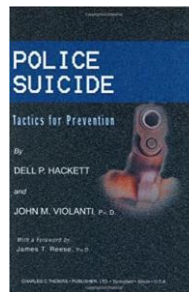
**Speakers:**



Dr. Kevin Gilmartin



Chuck Tilby (left) Eugene Police Department, OR Cpt. Dell P. Hackett Lane County Sheriff's Office



**Dr. Kevin Gilmartin**, during his tenure, he supervised the Behavioral Sciences Unit and the Hostage Negotiations Team. Dr. Gilmartin is a former recipient of the IACP National Police Officer Service Award for contributions during hostage negotiations. He maintains a consulting relationship with law enforcement agencies nationally and in Canada.

**Sergeant Chuck Tilby** is a Cold Case Investigator at Lane County, OR based in Eugene, Oregon. Previously, Chuck was a Content Writer & Management Services Representative at Lexipol and also held positions at Center for Homeland Defense and Security.

**Captain Dell Hackett**, Dell Hackett is a board-certified expert in traumatic stress and a Diplomate member of the National Academy of Experts in Traumatic Stress and the American Board of Law Enforcement Experts. Dell was heavily involved in the formation of the Lane County Sheriff's Office's critical incident de-briefing team and the peer support unit. He is a graduate of the FBI National Academy. Co-author of Police Suicide: Tactics for Prevention.

**Dr. James Reese**

**Dr. Daniel Clark**

# 2001

Convention (15<sup>th</sup> Annual), May 6-9, Boise, Idaho, Red Lion Riverside Hotel

Hosted by the Snake River Correction Facility, with support of the Idaho Department of Correction



**Event Chairperson:** Brett Leavitt, Snake River Correction Facility, Oregon Corrections

**President:** Gregg Lockwood, Oregon State Police

**New Vice President:**



Event Chairperson, Brett Leavitt  
Snake River Correction Facility

**Speakers:**



Cpt. Cecil Pearson, ret  
Washoe Co. Sheriff's Office

**Cecil Pearson**, is a nationally recognized international law enforcement consultant and training provider in law enforcement and correctional topics and author of the book *Hostage Situations*

**Eric R. Radlix**

**Toni Ostermann**

**Barbara Ostermann**

**Robert Walker**



## 2002

**Convention (16<sup>th</sup> Annual)**, April 28 – May 1, Vancouver, BC, Canada; Hyatt Regency Hotel  
Hosted by the Royal Canadian Mounted Police & Vancouver BC & Vancouver BC Police Dept.



**Event Chairperson:** Frank Mogridge, Royal Canadian Mounted Police  
**New President:** Tim Stowe, Central Washington University, Washington

**Vice President:**



Even Chairperson & Chair Organizing Committee  
Frank Mogridge, Retired Staff/Sergeant RCMP

**Speakers:**



Dr. Mary-Ellen O'Toole, Ph.D.  
FBI – Retired

**Dr. Mary-Ellen O'Toole, Ph.D.** has spent her career studying the criminal mind. One of the most senior profilers for the FBI until her retirement in 2009, Dr. O'Toole has helped capture, interview and understand some of the world's most infamous people including: Gary Ridgway, the Green River Killer; Derrick Todd Lee and Sean Vincent Gillis, both serial killers in Baton Rouge; The Collar Bomb Case, a bank robbery and murder of a pizza delivery man; Ted Kaczynski, the Unabomber; The Polly Klaas child abduction; David Parker Ray, a serial sexual sadist; The Red Lake School Shooting; The Monster of Florence serial murder case; The Zodiac serial murder case; The bombing during the 2002 Olympics in Salt Lake City, UT; The mass murder in Florence, Montana in 2001

**Dr. Sara Hallett, Forensic and Police/Public Safety Psychologist, Consultant**, Greater Phoenix Area, Trainer, SME, Keynote Speaker Behavioral Science/Management Consulting Company. American Comedy Institute Experience

**Dr. Bert Choy**

**SSgt. Barney McNeilly**

### Major Negotiation Incident of the Year:

Moscow Theater Hostage Crisis: In 2002, 30 to 40 armed Chechens seized control of a theater in Moscow, taking 850 hostages. The attack left 170 people dead, 133 of which were hostages. The militants wanted an end to the Second Chechen War. The hostage crisis lasted many days. After two days, two female hostages were killed. This led the Spetsnaz (Russian Special Forces) soldiers to pump an unknown chemical gas into the theater ventilation shafts. This proved to be a very bad decision. The gas killed an unbelievable amount of people. Of the 133 hostages that died, only two had died from causes other than poisoning from the gas. To this day, no one knows what that gas was exactly, but some think it was an opiate-based chemical. From the perspective of the Russian hostages, the rescue operation was a complete failure, as it ended in the deaths of over a hundred of them. But from the point of view of the Spetsnaz, the operation was a resounding success, since none of their soldiers died, and all of the attackers were killed.

## 2003

Convention (17<sup>th</sup> Annual), May 20-23, Yakima, Washington, Double Tree Hotel

Hosted by the Yakima Police Department & Central Washington University Police Department

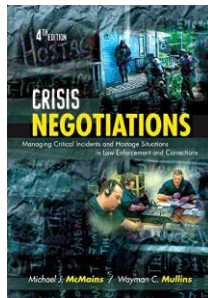


Event Chairperson: Sherry Murphy

President: Tim Stowe, Central Washington University, Washington

**New Vice President:**

Speakers:



Dr. Wayman C. Mullins  
Prof. Criminal Justice



Special Agent Dave Hallman  
FBI

**Dr. Wayman C. Mullins:** In Fall 2006, Dr. Mullins served in Iraq as Advisor to the Center for Ethics and Human Rights under the Multi-National Security Transition Command – Iraq (MNSTC-I) in the Civilian Police Assistance Training Team section. Dr. Mullins has researched, written, and published extensively in the areas of crisis negotiations, terrorism, stress and PTSD, and other police issues. He has published over 50 articles and made over 100 presentations in these areas to professional societies, police and criminal justice organizations, and government forums. Dr. Mullins has served as a consultant to law enforcement and correction agencies at the federal, state, and local level, private businesses, and international corporations.

**Special Agent Dave Hallman,** FBI Portland, presented Tactical Team – Negotiation Team Interface.

**Ron Sherman,** MSW, MS, CSW presented Dealing with Today's Juveniles

**Director of Security John A. Ferraro,** South Carolina DOC

**Sgt. Chris Hayden,** Edmonton, Alberta, Canada Police Service

## 2004

**Convention (18<sup>th</sup> Annual)**, May 19-21, Vancouver, Washington, Heathman Lodge  
Hosted by the Clark County Sheriff's Office (WA) & Vancouver Police Department (WA)



**Event Chairperson:** Mike Cooke & Kit Abernathy

**President:** Tim Stowe? Central Washington University, Washington

**Vice President:**

**Speakers:**



Ellis Amdur, M.A.



Lt. Col. Dave Grossman  
Psych. Prof & Army Ranger



Special Agent John Flood  
FBI CNU Unit Chief

**Ellis Amdur, M.A.**, (WSHNA speaker in 1994 too) based in Seattle, teaches Arrestling, a mixed martial art specifically for law enforcement, Amdur teaches courses for a variety of different venues, from law enforcement and corrections to mental health and families on crisis intervention.

**Lt. Col. Dave Grossman, Lt. Col. Dave Grossman** is an internationally recognized scholar, author, soldier, and speaker who is one of the world's foremost experts in the field of human aggression and the roots of violence and violent crime. **Col. Grossman** is a former West Point psychology professor, Professor of Military Science, and an Army Ranger

**Supervisory Special Agent John Flood (FBI CNU Unit Chief)**

### **Major Negotiation Incidents of the Year:**

**Fifteen-Day Arizona Prison Complex Standoff** at the Lewis Prison, January 18<sup>th</sup> to February 2<sup>nd</sup>, 2004; longest standoff in prison history

**Beslan School Siege:** In 2004, School Number One in Beslan, North Ossetia was assaulted by Chechen and Ingush terrorists, who took over 1,100 people hostage. About 777 of those hostages were children, and by the end of this hostage crisis over 385 people were killed, 334 of which were hostages. Many organizations have criticized Russia's handling of the crisis, claiming that they used excessive lethal force which resulted in the deaths of many hostages. It's hard to refute these claims since Russian forces used tanks and rockets among other heavy weapons. The hostage takers were also equally vicious. They shot people who refused to follow directions, and also executed 15 of the strongest male teachers and fathers almost immediately. Soon enough, hostages that were held in the school gymnasium were told to lie down, and they were all shot by their attackers' automatic rifles. Only one survived. But what killed the most hostages was the gym roof collapsing because of an explosion.

## 2005

Convention (19<sup>th</sup> Annual), Spokane, Washington, **Hotel???????**

Hosted by the Washington State Department of Corrections & Spokane Police Department (WA)



**Event Chairperson:** Judi Carl, Spokane Police Department

**President:** **Tim Stowe?** Central Washington University, Washington

**New Vice President:**

**Speakers:**



Dr. Fred J. Lanceley  
FBI – Retired



Lieutenant Dan Waters  
Spokane Police Dept.



Special Agent Robert Byrne  
Lewis Prison Siege, AZ

**Dr. Frederick J. Lanceley, FBI Retired,** NEGOTIATION LESSONS LEARNED BY AN FBI HOSTAGE NEGOTIATOR, led the FBI's hostage negotiation program, saw the similarities between hostage negotiation and what I learned as a salesperson became evident. Took part in the Waco negotiations.

**Officer Dan Waters & Officer John Gately** presented an Incident Debrief

**Special Agent Robert Byrne & Maricopa County Sheriff's Office** presented the Lewis Prison Siege

**Detective David Skogen, & Detective Dan Blashill, Spokane County Sheriff's Office** presented an Incident Debrief.

**Dr. Greg Ranlett, Ph.D.**

**Sgt. Kip Rustenburg,**

**Sgt. Dennis Walter** presented Active Shooter

**Other WSHNA happenings this year:**

**OPEN LINE:** Last edition of the WSHNA newsletter, Open Line, was started the summer of 1996.

**Major Hostage Incident of the Year:**

**2005 Nalchik Raid:** The raid on the city of Nalchik in 2005 was part of the Second Chechen War, and it resulted in some hostages being taken. Militants targeted buildings associated with the Russian Security Forces. On the second day of hostilities, a group of mostly wounded gunmen were cut off and isolated in captured buildings. These gunmen held several police and civilians hostage. Although 14 civilians died in the conflict, Russian sources claim that not a single hostage held by these wounded gunmen lost their life. It's unclear whether this was due to the actions of Russian forces, or whether the militants simply released them. This was a decisive victory for the Russian forces, although the fighting was fierce. By the end of the day, the streets were littered with bodies and gore.

## 2006

**Convention (20<sup>th</sup> Annual)**, April 23-26, Vancouver, BC, Canada, Hyatt Regency Hotel  
Hosted by the Royal Canadian Mounted Police, Vancouver BC & Vancouver BC PD (Canada)



**Event Chairperson:** Frank Mogridge, Royal Canadian Mounted Police

**New President:** Toni Winters, Central Point, Oregon

**Vice President:**



Even Chairperson, Frank Mogridge  
Retired Staff/Sergeant RCMP

**Speakers:**



Constable Lara Davidsen, RCMP

**Constable Lara Davidsen**, the RCMP's CID coordinator in B.C., "CID training provides members with additional skills in recognizing and communicating effectively with individuals in a mental health crisis," says Davidsen. Recipient of the Queen Elizabeth II's Golden Jubilee Medal (2002)

**Dr. Eamonn Gill** is a registered psychologist in British Columbia. The son of Irish immigrant parents, Dr. Gill was raised in and around Toronto and proceeded to live in most of the major Canadian cities as he developed his knowledge in psychology.

**Other WSHNA happenings this year:**

WSHNA Hosted the 2006 National Council of Negotiation Associations



(NCNA) convention this year.

## 2007

**Convention (21<sup>st</sup> Annual)**, June 4<sup>th</sup> to 6<sup>th</sup>, Salem, Oregon, the Grand Hotel  
Hosted by the Salem Police Department Tactical Negotiations Team, Oregon



New WSHNA logo adopted at this seminar  
Designed by Bruce Wind

**Event Chairperson:** Brian Prevett, Salem Police Department

**New President:** Devon Schrum, Washington Department of Corrections, took over as president before Toni

**Vice President:**

Winters term expired

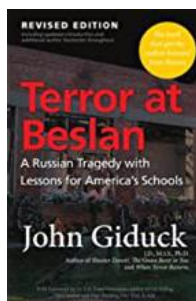


Brian Prevett  
Event Chairperson



New President, Devon Schrum  
Washington Department of Corrections

### Speakers:



John Giduck



David Wheeler  
Lincolnshire Police Department

**Mr. John Giduck: TERRORIST HOSTAGE NEGOTIATIONS** This course provides in-depth training on the dramatic differences between U.S. law enforcement hostage negotiation techniques and terrorist mass-hostage negotiations. This training is based upon decades of experience from Russia, the Middle East, the United States, and others. This course is divided into lecture and practical instruction and is unsurpassed in scope and focus. John Giduck was one of a handful of professional U.S. antiterrorist experts who was actually on the scene immediately after the attack and later given access to the school grounds as well as witnesses, rescuers and survivors. He had the knowledge, connections, and ability to find out what really happened at Beslan.

**David Wheeler, Chief Superintendent: Head of Operations Support, Lincolnshire Police, England.** The 'Stamford Siege' which occurred in Stamford (pop 19,500), Lincolnshire, England in June 2001, lasting for 45 hours. The subject had been involved in two previous negotiated incidents before this one, one which involved Chief Superintendent Wheeler. Both prior events lasted about seven hours each. The subject was a 25-year-old male who, after a domestic argument with his female partner, held their 2 1/2-year-old daughter at knifepoint and made the call to the police himself asking for armed officers to attend at his address. His only demand was that he wanted armed officers on scene to shoot him, otherwise he would cut his daughters throat with a knife. The presentation includes photographs, audio clips of the negotiations, a video news bulletin and video clips of the stronghold.

# 2008

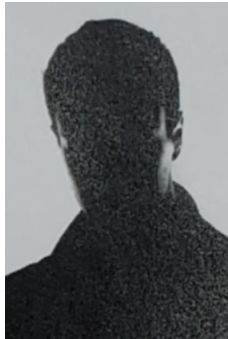
Convention (22<sup>nd</sup> Annual), June 1<sup>st</sup> to 4<sup>th</sup>, Walla Walla, WA, Marcus Whitman Hotel & Conference Center  
Hosted by the Walla Walla Police Department



**Event Chairperson:** Tim Bennett, Walla Walla Police Department

**President:** Devon Schrum, Washington Department of Corrections

**Vice President:**



Tim Bennett  
Event Chairperson



Devon Schrum  
WSHNA President

## Speakers:



Bruce Wind  
Seattle Police Dept.



Cpt. Gary MacNamara  
Fairfield Police Dept.



Jan Dubina  
Phoenix Police Dept.



Det. Joey Herring  
Las Vegas Metro PD

**Suicidal in Seattle, Suicide by Cop Case Studies Sergeant Bill Waltz & Officer Bruce Wind Seattle Police Department**, with a combined total of 52 years patrol experience and 28 years of Hostage/Crisis Negotiation experience, Sergeant Waltz and Officer Wind will present 'Suicidal in Seattle'. After an overview of current academic thinking of this phenomenon, these two active police negotiators will present two case studies showing violence that street cops and negotiators can experience on any day.

**Police Sergeant Suicide, Captain Gary MacNamara, Fairfield, Connecticut Police Department**, the presentation reviews response, recorded negotiations, as well as school violence implications. In January 2004 Captain MacNamara assisted in a 17-hour negotiation of a barricaded police sergeant. The incident ended with the police sergeant taking his own life. The presentation focuses on suicide issues and those that relate to negotiating with a police officer, as well as the importance of isolation in a crisis negotiation.

**National Labor Relations Bureau Hostage Taking, Detective Jan Dubina, Phoenix Police Department, Special Agent Robert Byrne, Federal Bureau of Investigation**, Detective Dubina and Agent Byrne will present the National Labor Relations Bureau (NLRB) Hostage Taking of February 2006. Nine people were



held hostage for approximately seven hours inside the NLRB. The office is located on the 18th floor of a 20-story high rise in the middle of downtown Phoenix. Both the FBI and Phoenix PD responded, and it was a combined/joint operation. The presentation reviews our response and recorded negotiations. Child Hostage, Sergeant Matt Onderbeke, Snohomish County Sheriff's Office, Lieutenant Darin Rasmussen, Marysville Police Department, On March 25, 2004, Marysville Police and Snohomish County Sheriff's Office SWAT, respond to a domestic incident in which the suspect barricaded himself in a duplex. He was armed with a knife and held a one year old child, continuously making threats to kill the child and himself.

**Only in Las Vegas Case Studies, Detectives John Woosnam & Joey Herring, Las Vegas Metro Police Department,** In December 2004, a suspect with a history of mental issues believed local and federal law enforcement are 'out to get him' and he has information of the conspiracy. The suspect believes one of his neighbors is part of the conspiracy, so he uses a dog leash, lassoes him, drags him to his apartment, where he hung him by his arms handcuffed. This 7-hour callout will be debriefed. Also, in June 2006 a depressed suspect goes up to the top of the 1,200 feet Stratosphere Hotel on Las Vegas Boulevard. He manages to overcome all the security precautions set in place to prevent just this action. Marital problems have forced him to this height, and he wants to jump. A plan is devised by negotiators and fire fighters to save this distraught man. How well did it work?

**West Nickel Mines School Shooting, Lancaster County, Pennsylvania, Lieutenant Allen Krawczel & Trooper Mark Magyar, Pennsylvania State Police,** Members of the Pennsylvania State Police will provide a detailed look into the October 2, 2006, shooting at a one room Amish schoolhouse in south central Pennsylvania. This incident, which resulted in the deaths of 5 young girls and the serious injury of 5 others, garnered international attention and was the lead story on most major national news networks for nearly a week.

**Corrections Officer Taken Hostage, Sergeant Larry Bieghler, Washington State Department of Corrections,** after working at the Washington State Penitentiary at Walla Walla for approximately thirty days Larry was taken hostage. On December 30, 1974, the prison hospital, the recreation department, and a living unit were seized and controlled by the inmate population. Guided by his experience as a hostage in 1974 Larry has been a member of the Emergency Response Team for the past 25 years and a member of the Crisis Negotiation Team for the past 18 years. His hostage experience made him very aware of those staff members who were willing to place themselves in harm's way to secure the release of their fellow Corrections personnel. Larry has attended both basic and advanced classes for hostage negotiations and has planned multiple training exercises.

# 2009

Convention (23<sup>rd</sup> Annual), May 10-13, Bellingham, WA, Lakeway Inn (now Four Points by Sheraton)  
Hosted by the Whatcom County Sheriff's Office



Additional WSHNA logo designed by Bruce Wind  
A new logo to not look so law enforcement/corrections  
"A bit more modern" – Bruce Wind

**Event Chairperson:** Detective Sergeant Kevin Mede, Whatcom County Sheriff's Office

**President:** Devon Schrum, Washington Department of Corrections

**Vice President:**



Kevin Mede  
Event Chairperson



Devon Schrum  
WSHNA President

## Speakers:



Gary MacNamara  
Fairfield Police Dept.



Brian Prevett  
Salem Police Dept.



Danni Grizwold  
Salem Police Dept.



Scotty Frier  
Lexington County Sheriff

**Gary MacNamara, Fairfield, CT:** In 2002, MacNamara was the lead negotiator at Fairfield University where he successfully negotiated the release of 27 students and a professor held hostage on the campus by a subject claiming to possess an explosive device. That same year, MacNamara was a Fairfield County Hero Award nominee for courage, dedication and commitment to public service, and Police officer of the year for the Bridgeport Exchange Club.

**Brian Prevett and Dani Grizwold: The Marion County Courthouse Siege:** 5 hrs., 4 agencies, a combined cell, active shooter, and a burning courthouse, lessons learned and logistical nightmares. This presentation also includes an in-depth analysis of the pre-incident stressors that led to the event and a comprehensive look at how the critical incident assessment tool is a valuable resource during a crisis negotiations.

**Scotty Frier, Lexington County, SC      Mike Goergen    and    Paul Mellor**



## **WSHNA Awards**

Presented by Bruce Wind, Director of Communication.

Presented to WSHNA Board on May 11, 2009, Bellingham, Washington. At our last board meeting I was tasked with developing a WSHNA awards program. However, in my humble opinion awards have become too common. For example, my agency, the Seattle Police Department, has an annual award banquet sponsored by the Seattle Police Foundation. The Foundation is a civilian non-profit organization which was formed by private citizens and corporations who provide grants to various units in the department. Each year the Foundation sponsors a formal banquet where awards, many awards, are given to members of the Seattle Police Department. When you give too many awards, it lessens the value of each award.

For your consideration, I have established two award categories for our organization. I submit the following for your review.

Each award may be given annually and will be presented at our annual conference. Please note that I said may be given and there is no requirement to present the award every year. To avoid our awards from becoming a requirement rather than a true recognition of outstanding behavior it should not be mandatory that each award is given annually. Two awards will be established;

### **WSHNA Distinguished Service Award**

The WSHNA Distinguished Service Award is established to recognize an outstanding event of crisis negotiations. Regardless of the type of incident, i.e. suicide intervention, barricaded subject, or hostage taking, this award is meant to recognize a single event where the negotiator exemplified him/herself by utilizing negotiation skills to resolve an event. This award can be given to any negotiator who is recognized as such by their law enforcement or correction agency. While realizing that a successful negotiation is many times accomplished by a team effort, this award can be given to a team, as well as an individual. (However, keeping in mind our underlying tenet that less is better.) Recipients of the WSHNA Distinguished Service Award must be past or present members of WSHNA and may be submitted by anyone with sufficient knowledge of the event in question. The nomination must be signed by two people, at least one member in good standing of WSHNA.

### **WSHNA President's Award**

The WSHNA President's Award is established to recognize an individual who has made a significant contribution to the Western States Hostage Negotiators' Association or a significant contribution to the art of police crisis negotiations in general. WSHNA recognizes that in any organization or in any endeavor there are persons who consistently come to the forefront to offer time and energy. Through the President's Award WSHNA will strive to recognize some of those dedicated individuals. Recipients of the WSHNA President's Award are not limited to members of WSHNA. However, nominations must be submitted by two people and one person must be a member in good standing of WSHNA.

### **Awards Panel**

Nominations for the Distinguished Service Award and for the President's Award must be submitted to the Director of Communications no later than April 1 of any year. The Director of Communications will then convene a meeting of the Executive Board (President, Vice President East, Vice-President West, Vice-President of Events, Secretary/Treasurer, and Director of Communications) to review and discuss any nominations received. If more than one nomination is received for a category, then the Executive Board will vote to establish the award winner. It is not required that Distinguished Service Award or the President's Award be awarded each year.

It will be the decision of the Executive Board what will represent the award and actually be given to recipients, i.e. plaque, certificate, monetary amount, gift certificate, etc.

Approved by WSHNA Board of Directors, May 11, 2009

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**Major Negotiation Incident of the Year:** Apr 8<sup>th</sup> to Apr 12<sup>th</sup>, 2009; Maersk Alabama hijacking, incident involving the seizure of a U.S.-flagged cargo ship by four Somali pirates in the Indian Ocean.

# 2010

Convention (24<sup>th</sup> Annual), May 23-26, Tacoma, WA, Courtyard by Marriott  
Hosted by the Tacoma Police Department (WA)



**Event Chairperson:** Dani Griswold, Tacoma Police Department

**President:** Devon Schrum, Washington Department of Corrections

**Vice President:**



Danni Grizwold  
Event Chairperson



Devon Schrum  
WSHNA President

**President's Award** started this year

**Presidents' Award:** S/A Reid Nakamura, Seattle FBI

**Speakers:**



Gary McDougal  
Calgary AB, Canada



Dr Shannon Meyer  
FBI Instructor



Dr. April Gerlock  
Dept. of Veteran's Affairs

**Gary McDougal, Calgary, AB, Canada;** Weapons of Mass Destruction, Homeland Security: will present Negotiation Strategies & Managing Strong Emotions. During this session, we will examine how we, as negotiators sometimes allow our assumptions, thoughts and feelings drive our behaviours, which often leads to less than desirable outcomes. In this session, we will present a strategy negotiator can employ to avoid this. We will also explore the differences between the common strategies of 'positional negotiation' and contrast that with the often more effective 'interest-based' strategy. We will also discuss the fact that anger is typically the secondary emotion and when we experience anger, there is usually an underlying emotion at play. We will examine strategies for controlling our emotions and not allowing our responses to affect the outcome. In addition, we will look at ways to manage strong

emotions in the subjects we interact with. The session will conclude with a strategy for defusing the 'out of control' angry people we encounter. This includes an understanding of the inverse relationship between our level of emotion and our ability to act with reason or rationality.

**Dr. Shannon Meyer** will present FBI negotiating domestic violence situations. Discussion will include high risk indicators and concerns. Dr. Meyer explains the psychological aspects of domestic violence offenders and victims. She also gives suggestions on effective communications tactics useful with offenders and victims

**Dr. April Gerlock**, Department of Veterans' Affairs will discuss returning war veterans with Post Traumatic Stress Disorder (PTSD) and domestic violence incidents. This presentation will include dealing with domestic violence suspects who are experiencing PTSD and domestic violence victimization as it relates to PTSD and military spouses.

**Officer Jensen and Sergeant Curtis** will debrief a Tacoma, Washington incident of domestic violence and suicide. The suspect accosts his estranged wife and two daughters at gunpoint and forces them into a third-story apartment where he barricades the door. He threatens to kill his wife, his kids and responding police officers. The three-hour swat callout that ensues is debriefed. The presentation includes pre-incident unreported violence against the victim, pre-incident indicators involving divorce proceedings, and the challenges of negotiating with children. Also, the challenges of handling simultaneous negotiations, negotiating with both the suspect and victim on separate phone lines within the crisis site. The presentation will include incident indicators of further domestic violence, homicide and/or suicide.

**Sergeant Robert Guilbeaux**, Louisiana State Police will present a domestic violence case study on a Louisiana law enforcement officer, who while on duty, went into his wife's workplace (a bank) and took her and several other females' hostage. Sergeant Guilbeaux debriefs several aspects of this domestic violence case to include his interview with the primary victim and her mind set within the relationship. Domestic violence pre-incident indicators, failures of law enforcement to intervene, sexual assault and sexual misconduct by the suspect, and actual negotiation strategies will all be discussed. This incident lasted twenty-five hours during which one female victim was killed. Negotiators were able to secure an eventual surrender from the suspect, who now sits on death row.

**Prison Hostages presented by Lieutenant Tim Dolan** of the California Department of Corrections and Rehabilitation. A prison hostage incident will be debriefed which involves a female staff member who is assaulted by a convicted rapist and taken hostage. In this instance the hostage was a co-worker of the primary negotiator. Dynamics of this situation and negotiating tactics are explored.

#### **Initial Law Enforcement Response to Suicide Bombing Incidents Part I**

Five reasons why terrorists select suicide bombing as their method of attack, the evolution of the suicide bombing tactic, the three methods for delivery of an explosive device by suicide bombers, the physical effects of an explosion and how the physical effects of an explosion or an improvised explosive device (IED) impact the public and first responder safety, rules that govern response during suicide bombing incidents, and the application of probable cause to suicide bombing incidents in routine law enforcement situations, will all be discussed.

#### **Initial Law Enforcement Response to Suicide Bombing Incidents Part II**

#### **Major Hostage Incidents This Year:**

**Manila Hostage Crisis:** The Manila Hostage Crisis in 2010 went down in history as one of the most brutal ever and resulted in 8 hostages being killed. It all started when Rolando Mendoza, a disgruntled former police officer, took control of a tour bus that held 25 people. Everything went downhill when Mendoza's brother tried to get him to stand down and was later arrested by police because he didn't have the authority to assist in the negotiation efforts. Mendoza was able to watch his brother get arrested from a television inside the tour bus. He demanded the release of his brother, and then began shooting

hostages. He first shot the tour guide, and then shot a few other hostages who tried to rush him. Then the bus driver escaped and told the police teams outside that everyone inside was dead. This wasn't far from the truth. Mendoza had begun shooting every single passenger in the head. Only a few survived. Finally, they were able to force Mendoza to leave by throwing in tear gas grenades, and he was shot in the head by snipers.

## **AGENDA**

### ***WSHNA Conference May 23-26, 2010, Marriot-Courtyard Tacoma Downtown 1515 Commerce Street, Tacoma, WA 98402, 253-591-9100***

#### **Sunday, May 23rd**

1400-1900 Early Registration  
Hospitality & networking in the evening.

#### **Monday, May 24th**

0700-0830 Registration  
0830-0900 Opening Ceremonies with Chief Don Ramsdell, Tacoma Police Department.  
0900-1030 Officer Jensen and Sergeant Curtis will debrief a Tacoma, Washington incident of domestic violence and suicide. The suspect accosts his estranged wife and two daughters at gunpoint and forces them into a third-story apartment where he barricades the door. He threatens to kill his wife, his kids and responding police officers. The three-hour SWAT callout that ensues is debriefed. The presentation includes pre-incident unreported violence against the victim, pre-incident indicators involving divorce proceedings, and the challenges of negotiating with children. Also the challenges of handling simultaneous negotiations, negotiating with both the suspect and victim on separate phone lines within the crisis site. The presentation will include incident indicators of further domestic violence, homicide and/or suicide.  
1030-1130 Dr. Shannon Meyer will present FBI negotiating domestic violence situations. Discussion will include high risk indicators and concerns. Dr. Meyer explains the psychological aspects of domestic violence offenders and victims. She also gives suggestions on effective communications tactics useful with offenders and victims.  
1130-1300 Lunch on site including WSHNA business  
1300-1400 Dr. Shannon Meyer Continues  
1400-1500 Dr. April Gerlock, Department of Veterans' Affairs will discuss returning war veterans with Post Traumatic Stress Disorder (PTSD) and domestic violence incidents. This presentation will include dealing with domestic violence suspects who are experiencing PTSD and domestic violence victimization as it relates to PTSD and military spouses.  
1500-1700 Sergeant Robert Guilbeaux, Louisiana State Police will present a domestic violence case study on a Louisiana law enforcement officer, who while on duty, went into his wife's workplace (a bank) and took her and several other females hostages. Sergeant Guilbeaux debriefs several aspects of this domestic violence case to include; his interview with the primary victim and her mind set within the relationship. Domestic violence pre-incident indicators, failures of law enforcement to intervene, sexual assault and sexual misconduct by the suspect, and actual negotiation strategies will all be discussed. This incident lasted twenty-five hours during which one female victim was killed. Negotiators were able to secure an eventual surrender from the suspect, who now sits on death row.

Hospitality & networking in the evening.

#### **Tuesday, May 25<sup>th</sup>**

0830-1030 Gary McDougal will present Negotiation Strategies & Managing Strong Emotions. During the course of this session, we will examine how we, as negotiators sometimes allow our assumptions, thoughts and feelings drive our behaviours, which often leads to less than desirable outcomes. In this session, we will present a strategy negotiators can employ to avoid this. We will also explore the differences between the common strategies of 'positional negotiation' and contrast that with the often more effective 'interest-based' strategy. We will also discuss the fact that anger is typically the secondary emotion and when we experience anger, there is usually an underlying emotion at play. We will examine strategies for controlling our emotions and not allowing our responses to affect the outcome. In addition, we will look at ways to manage strong emotions in the subjects we interact with. The session will conclude with a strategy for defusing the 'out of control' angry people we

encounter. This includes an understanding of the inverse relationship between our level of emotion and our ability to act with reason or rationality.

1030-1200 Prison Hostages presented by Lieutenant Tim Dolan of the California Department of Corrections and Rehabilitation. A prison hostage incident will be debriefed which involves a female staff member who is assaulted by a convicted rapist and taken hostage. In this instance the hostage was a co-worker of the primary negotiator. Dynamics of this situation and negotiating tactics are explored.

1200-1300 Lunch on your own.

1300-1700 Initial Law Enforcement Response to Suicide Bombing Incidents Part I

Five reasons why terrorists select suicide bombing as their method of attack, the evolution of the suicide bombing tactic, the three methods for delivery of an explosive device by suicide bombers, the physical effects of an explosion and how the physical effects of an explosion or an improvised explosive device (IED) impact the public and first responder safety, rules that govern response during suicide bombing incidents, and the application of probable cause to suicide bombing incidents in routine law enforcement situations, will all be discussed.

Hospitality & networking in the evening.

**Wednesday, May 26th**

0800-1200 Initial Law Enforcement Response to Suicide Bombing Incidents Part II

1200-1600 Closing, Certificates, & Afternoon Networking

# 2011

Convention (25<sup>th</sup> Annual), June 5-8, Reno, Nevada, Grand Sierra Resort  
Hosted by the Salem Police Department Oregon & Washoe County Sheriff's Office



2011 WSHNA Coin

**Event Chairperson:** Brian Prevett, Salem Police Department  
**President:** Devon Schrum, Washington Department of Corrections, Harry Dixon  
**Vice President:**



Brian Prevett  
Event Chairperson



Devon Schrum  
WSHNA President

**Presidents' Award:** Officer Robin Peacey, Bellevue, Washington Police Department  
**Speakers:**



Gary McDougall  
Calgary Police Dept. Retired



Chris Champion, FBI



Dr Shannon Meyer  
FBI Instructor



Gary Noesner, FBI  
FBI Negotiator



Tom Moyer  
Las Vegas Police Dept.



Mark Eakes  
Lakewood Police Dept.



Brian Prevett  
Salem Police Dept.



Sergeant Campbell  
Royal Canadian Mounted Police



**Gary McDougall, General Session Monday:** (2015 presentation) “Our Most Common Negotiation Mistakes”. This presentation will offer the Negotiator examples of errors most commonly made during the negotiation process. Based on contributions from Negotiators from across North America, we will explore the specific situations in which we often “drop the ball” and discuss strategies for managing those situations more effectively.

**Chris Champion, FBI, Hostage Taking:**

**Dr. Shannon Meyer, FBI -Operational Stress;** (2021 presentation) We will talk about the emotional impact of negotiating, why it can become toxic, and how to identify our individual operational vulnerabilities. We will also cover advances in brain science that reveal that operational stress injuries and in particular PTSD — are the result of a brain injury. Finally, we will discuss the ways that we can cultivate resilience and protect ourselves from operational stress injuries in the first place, as well as the established methods that enable recovery and a return to optimal functioning should they occur.

**Gary Noesner, FBI, General Session Tuesday:**

**Tom Moyer, LVMPD, Organized Crime Suspect:**

**Sgt. Mark Eakes, Lakewood Police Department, LEOKA:**

**Sgt. Brian Prevett, Train the Trainer:** Sgt Prevett is an experienced instructor and presenter, his unique background is an eclectic blend of patrol and special operations. This combined with his experiences as a FTEP and Firearms instructor, Report Writing Manual Author, and Adjunct Professor for criminal justice at the local community college gives him a broad perspective in the field of communications and crisis negotiations along with tactics, training, and supervision issues that arise from special teams’ operations during critical crisis incidents.

**Sgt. Campbell, RCMP, Spruce Grove Incident:**


**Pat Kennedy, VPD, Officer Involved Shooting:**

**Lt. Jim Aguilar, SWAT & Negotiations, Salem Police Department:**

**Jack Brandt & Norm Bright DOC:**

**WSHNA CONFERENCE 2011 AGENDA**

Sunday June 5 <sup>th</sup>	Monday June 6 <sup>th</sup>	Tuesday June 7 <sup>th</sup>	Wednesday June 8 <sup>th</sup>
1000-1600 Registration Grand Salon	0800-0830 Opening Ceremonies 0830-1130 General Session Gary McDougall 1130-1300 Lunch (Provided) BREAKOUTS 1315-1445 1. Hostage Taking, Chris Campion FBI 2. Officer Involved Shooting, Pat Kennedy VPD 3. Mad, Sad, Bad, Dr. Meyer FBI 4. Spruce Grove Incident, Sgt. Campbell RCMP 1445-1500 BREAK Open Vendor/ Equipment Display BREAKOUTS 1500-1630 1. Hostage Taking, Chris Campion FBI 2. Officer Involved Shooting, Pat Kennedy VPD 3. Mad, Sad, Bad, Dr. Meyer FBI 4. Spruce Grove Incident, Sgt Ron Campbell RCMP 1630-1700 DISTRICT Meetings	0800-0830 Open Vendor/ Equipment Display 0830-1130 General Session Gary Noesner 1130-1300 Lunch ( on your own) BREAKOUTS 1315-1445 1. SWAT & Negotiations Lt Jim Aguilar 2. DOC Jack Brandt / Norm Bright 3. Organized Crime Suspect, Tom Moyer LVMPD 4. Train the Trainer, Sgt Brian Prevett 1445-1500 BREAK Open Vendor/ Equipment Display BREAKOUTS 1500-1700 1. SWAT & Negotiations Sgt Jim Aguilar 2. DOC Jack Brandt / Norm Bright 3. Organized Crime Suspect, Tom Moyer LVMPD 4. Team Leaders Meeting 1900-2200 Meet & Greet	0800-0830 Open Vendor/ Equipment Display 0830-0900 General Session Awards Ceremony Election of New Officers 0900-1130 LEOKA Sgt Mark Eakes, Lakewood PD 1130-1200 Closing Ceremonies
1900-2000 Meet & Greet	1900-2200 Meet & Greet	1900-2200 Meet & Greet	



## ***Letter from the WSHNA president:***

### **WESTERN STATES HOSTAGE NEGOTIATORS' ASSOCIATION**

August 2011

Fellow members,

The conference is behind us and what a 25th anniversary it was. I hope that everyone enjoyed their time in Reno. Good friends, good training and don't forget that networking. I can't wait for next year. At this year's conference I was elected president and I promise to tell you a little bit about myself so here it is. I was born and raised in Reno-Sparks area of Nevada and began my law-enforcement career at the age of 14 when I joined Sparks Police Explorer Post. Being raised in a Law Enforcement family, my father hoped that participating in the explorer post would in fact deter me from a true interest in cop work. When I turned 21 I joined the police auxiliary and three years later was hired full-time with the Washoe County Sheriff's Office. At the Sheriff's Office I was exposed to almost every facet of police work, from a resident deputy at our Lake Tahoe sub-station to detectives, search and rescue, detention, Boot Camp, and patrol. As a Sergeant, I was afforded the opportunity to develop and implement special events such as the security details for the PGA Reno-Tahoe open, the Reno rodeo and the Nevada State fair. But, what I loved most happened a year after I was first hired. That would be my appointment as a hostage negotiator. I have worked over the years as a negotiator until I was elected to lead my own response team. Since then I have conducted training for the team, as well as handled all of the administrative tasks needed to run a negotiation team. For three years I was assigned as the acting team commander until a team commander could be selected. After serving 24 years as a negotiator and 25 years as a full-time Deputy Sheriff, I retired in May of this year. To keep myself busy, I still volunteer with the hostage team and I decided to get more involved with WSHNA. In the months to come our directors will be taking turns telling you what is happening within their regions and I will let you know what the board of Directors is planning over the next two years to make our Association the best in the nation. Until next time remember, Bet it all on black!

Harry W. Dixon

President, WSHNA

# 2012

Convention (26<sup>th</sup> Annual), June 3-6, Reno, Nevada, Grand Sierra Resort  
Hosted by the Washoe County Sheriff's Office



**Event Chairperson:** Andrea 'Andi' O'Brien, Washoe County Sheriff's Office

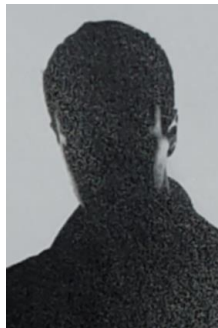
**President:** Harry Dixon, Washoe County (NV) Sheriff's Office

**Vice President:**

**Presidents' Award:** Jean Saito, Seattle FBI



Sergeant Andi O'Brien  
Event Chairperson

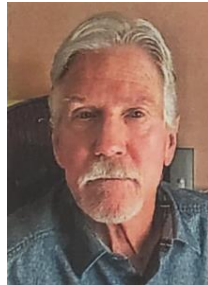


Harry Dixon  
WSHNA President

## Speakers:



Ellis Amdur, M.A.



Robert Ragsdale  
Phoenix Police Dept. ret



Jan Dubina  
Phoenix Police Dept. ret



Ben Wetzel  
Phoenix Police Dept.

**Phil Jones** - Washoe County SWAT and Hostage Together

**Boone Cutler and Shawn Gourley** – Presentation together explaining the effects of being a Warfighter

**Karl Monger** - Founder of Gallant Few and Veteran Awareness

**Robert Hess** - Thirty Minutes for What? ... From the inside Looking Out in a School Hostage Situation

**Ellis Amdur** -Paranoia vs. Psychopathy

**Bob Ragsdale, Arizona Corrections, Lewis Prison, Arizona, Standoff;** It began on January 18, 2004, with a failed escape attempt that resulted in two armed inmates holding two Corrections Officers hostage in a multi-level prison yard tower that was designed to keep the inmates out. The incident went on for 15 days, the longest of its kind in U.S. Corrections history. Many of the negotiators, who came from municipal, county and state agencies to assist the Corrections team, never thought they would be negotiating for lives in a correctional setting. While detailing the total incident, this presentation primarily focuses on the efforts of this multi-agency team and the negotiation process that brought

about the release of the two hostages, the surrender of the two inmates, and a peaceful resolution. The incident went on for 15 days, the longest of its kind in U.S. Corrections history.

**Darren Heaward and Denise Larson** - Corrections and Negotiations

**Harry Dixon** - 25 years of Negotiations

**Pat O'Bryan** - The Walmart Shooter Debriefing

**Jan Dubina and Ben Wetzel** - Hostage Incident on N. 85th Dr.

Member National Council of Negotiation Associations WESTERN STATES HOSTAGE NEGOTIATORS'  
ASSOCIATION When others are at their worst, we must be our best  
Presentations & Speakers for WSHNA 2012 Conference

Sunday, June 3rd 1000-1600 Late Registration/Exhibitor Set Up

Monday, June 4th 0800-0900 Opening Ceremonies 1. WSHNA President Harry Dixon & Undersheriff Todd Vinger 2. Washoe County Sheriff's Office Honor Guard to present the colors: Deputies Sita Singh, Brian Atkinson, Michael Malloy, Joseph Petit 3. Singing of the National Anthem, to be performed by Ivy Royer and Lara Jo Chirilov 4. Introduction of Gallant Few and National Warfighter 0900-1130 Key Note #1 Bob Ragsdale - Lewis Prison Hostage Incident 1130-1200 Nominations for WSHNA Executive Board Vice President and Secretary Treasurer 1200-1315 Lunch (Provided), 1315-1445 Breakout Sessions 1. Sgt. Brian Foster and Sgt. Marc Bello - Washoe County SWAT and Hostage Together 2. Boone Cutler and Shawn Gourley – Presentation together explaining the effects of being a Warfighter 3. Karl Monger - Founder of Gallant Few and Veteran Awareness 4. Robert Hess - Thirty Minutes for What? ... From the inside Looking Out in a School Hostage Situation 1445-1500 Break Open Vendor 1500-1645 Breakout Sessions 1. Sgt. Brian Foster and Sgt. Marc Bello - Washoe County SWAT and Hostage Together 2. Boone Cutler and Shawn Gourley - Presentation together explaining the effects of being a Warfighter 3. Karl Monger - Founder of Gallant Few and Veteran Awareness 4. Robert Hess - Thirty Minutes for What? ... From the inside Looking Out in a School Hostage Situation 1645-1700 Nominations District Board and Vote District 2 (Oregon & Hawaii) District 4 (Montana & Idaho)

Tuesday, June 5th 0800-0830 Open Exhibit Hall 0830-1100 Key Note #2 1. Ellis Amdur -Paranoia vs. Psychopathy 1130-1300 Lunch (On Own) 1315-1445 Breakout Sessions 1. Bob Ragsdale - Communicating with the Non-Responder 2. Sita Singh- Who Are You? 3. Harry Dixon & Brian Prevett– Team Leader Meeting 4. Pat O'Bryan - The Walmart Shooter Debriefing 1445-1500 Break Open Vendor 1500-1645 Breakout Sessions 1. Bob Ragsdale - Communicating with the Non-Responder 2. Sita Singh - Who Are You? 3. Harry Dixon & Brian Prevett – Team Leader Meeting 4. Pat O'Bryan - The Walmart Shooter Debriefing

Wednesday, June 6th 0800-0900 Open Exhibit Hall 0900-1000 Announcement and results from the WSHNA Elections 1. Presidential Award 2. Award given to Hosting Agency Washoe County Sheriff's Hostage Negotiations Team 3. Bruce Wind - Appreciation of a Lifetime of Service and Devotion 1000-1130 Key Note #3 1. Jan Dubina and Ben Wetzel - Hostage Incident on N. 85th Dr. 1130-1200 Closing Ceremonies 1. WSHNA President Harry Dixon 2. Washoe County Sheriff's Office Honor Guard to retire the colors: Deputies Sita Singh, Brian Atkinson, Michael Malloy, Joseph Petit

## 2013

Convention (27<sup>th</sup> Annual), May 19-22, Clackamas, Oregon, Monarch Hotel & Conference Center  
Hosted by the Clackamas County Sheriff's Office



**Event Chairperson:** Barb McCullough, Clackamas County Sheriff's Office

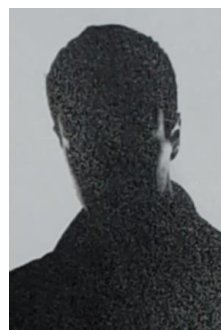
**President:** Harry Dixon, Washoe County (NV) Sheriff's Office

**Vice President:**

**Presidents' Award:** Devon Schrum, Washington Department of Corrections



Devon Schrum  
President's Award



Harry Dixon  
WSHNA President

### Speakers:



Gary McDougal  
Calgary Police Dept. Retired


**Gary McDougal, DYNAMICS OF VIOLENT BEHAVIOUR**

**Andy Downs: 58 November;** The Brent Downs Story. First Captain Killed in Hijacking. America's first fatal skyjacking, the bungled FBI intervention. In the early morning hours of October 4, 1971, Commander 58 November was hijacked. It landed in Jacksonville where the FBI was waiting. The plane came to a full stop on the tarmac. Nine minutes later FBI agents opened fire, spurring the hijacker to kill everyone onboard before turning the gun on himself. The case, Downs vs USA, forced the FBI to start the first hostage negotiation teams.

**Gordon A. Smith:** Largest Hostage Taking in US History; Good Guys Hostage Debrief; A siege at a branch of The Good Guys! a chain of electronic stores, is still known as the largest hostage-rescue event in U.S. history. In April 1991, four gunmen marched into the store, taking 39 people hostage, triggering a stand-off with police that would last 8 1/2 hours. Four young men of Vietnamese extraction, members of the Oriental Boys street gang, gained notoriety in a violent siege that resulted in the deaths of 6 people: 3 hostages and 3 perpetrators and left eleven people wounded.

**R.C. Smith:** PTSD for Law Enforcement  
**Doc Cooley:** Negotiating with the Insane  
**Cpt. Layng:** Dave's Pharmacy de-brief

### 2013 WSHNA CONFERENCE AGENDA

Sunday May 19th	Monday May 20th	Tuesday May 21st	Wednesday May 22nd
	0800-0830 Opening Ceremonies	0800-0830 Open Vendor/ Equipment Display	0800-0830 Open Vendor/ Equipment Display
1000-1600 Registration Grand Salon	0830-1130 General Session Gary McDougal Dynamics of Violent Behavior	0830-1130 General Session Gordon Smith Good Guys Hostage Debrief	0830-0900 General Session Awards Ceremony Election of New Officers
	1130-1300 Lunch (Provided)	1130-1300 Lunch ( on your own)	0900-1130 Andy Downs The Brent Downs Story
	BREAKOUTS 1315-1445  1. PTSD for Law Enforcement R.C. Smith 2. Negotiating with the Insane Doc Cooley 3. Dave's Pharmacy de-brief Cpt. Layng	BREAKOUTS 1315-1445  1. Crescent Lake OSP 2. PTSD Veterans 3. TBA	1130-1200 Closing Ceremonies
	1445-1500 BREAK Open Vendor/ Equipment Display	1445-1500 BREAK Open Vendor/ Equipment Display	
	BREAKOUTS 1500-1630  1. PTSD for Law Enforcement R.C. Smith 2. Negotiating with the Insane Doc Cooley 3. Dave's Pharmacy de-brief Cpt. Layng	BREAKOUTS 1500-1700  1. Crescent Lake OSP 2. PTSD Veterans 3. TBA 4. Team Leaders Meeting	
	1630-1700 DISTRICT Meetings		
1900-2200 Meet & Greet	1900-2200 Meet & Greet	1900-2200 Meet & Greet	

#### Major Negotiation Incidents of the Year:

**Alabama Bunker Hostage Crisis:** On 29th January 2013, the hostage crisis began in the Wiregrass Region near US highway 231 in Midland City, Alabama. A 65- year-old Vietnam War-era veteran, Jimmy Lee Dykes, boarded a Dale County school bus and took a 5-year-old boy hostage.

**The Amenas Hostage Crisis:** In 2013, a group of al-Qaeda-linked terrorists run by Mokhtar Belmokhtar captured over 800 people at the Tigantourine gas facility in Amenas. One of Belmokhtar's senior lieutenants, who led the attack, was among the terrorists killed. Over 39 foreign hostages were killed by security guards. The crisis began on the morning of 5th January 2013. Around five terrorists in 5 vehicles entered Algeria from Libya and attacked a bus carrying employees from a natural gas plant near the town of In Amena, far eastern Algeria.

# 2014

Convention (28<sup>th</sup> Annual), May 27-30, Bellevue, Washington, HILTON BELLEVUE  
Hosted by the Bellevue Police Department



**Event Chairperson:** Travess Forbush, Bellevue Police Department  
**President:** Matt Onderbeke, Snohomish County (WA) Sheriff's Office

**Vice President:**

**Directors:** Oregon, Troy King, Portland Police Bureau

**Presidents' Award:** Detective Ed Vance, Hillsboro, Oregon PD

**WSHNA Negotiation Competition,** scenario - Sovereign Citizen

**1<sup>st</sup> Place:** Portland Police Bureau

**2<sup>nd</sup> Place:** Lane County, Oregon

**3<sup>rd</sup> Place:** Salem Police, Oregon

**Speakers:**



Vincent A. Dalfonzo, FBI



Dr. Andy Young  
Lubbock Christian University



Sergeant Kevin Briggs – Ret  
California Highway Patrol



Dan Pacholke  
Washington Corrections



Devon Schrum  
Washington Corrections

**Vincent A. Dalfonzo, Supervisory Special Agent, Federal Bureau of Investigation;** Midland City, Alabama This presentation discusses an incident in which a 65-year-old armed subject boarded a school bus in Midland City, Alabama, killing the driver and taking a five-year-old boy hostage. He was held captive in an underground bunker for several days. The incident outlines the obstacles law enforcement confronted, as well as the crisis negotiation strategies, assessments and recommendations employed

**Dr. Andy Young,** Professor, Psychology & Counseling, Lubbock Christian University, Using Mental Health Professionals on Call Outs; Reviewing Personnel Research of Negotiators; 2001 Incident Debrief - Friendly Fire Death; 2003 Incident Debrief - Hostage & Suspect Death & Close Call for Officers

**Sergeant Kevin R. Briggs – Retired:** Sgt. Briggs will present his experiences with suicidal subjects on the Golden Gate Bridge. His presentation will include Prior Preparation, Initial Contact On-Going Communication Techniques, Suicide Loss Survivor, Officer Stress, Dealing with Families of Suicide Loss Sgt. Briggs will use case studies to show how suicide intervention can affect Officers

**Dan Pacholke, Assistant Secretary Prisons Division & Devon Schrum, Director of Security, Washington Department of Corrections:** Prison Escape Attempt/Hostage Taking This two-hour presentation debriefs the hostage taking/escape attempt that occurred June 29, 2011, and discusses the numerous lessons learned from the tragedies occurring in 2011 as well as the steps taken to improve staff safety. Following two prison tragedies in 2011, a small task force was charged to make substantive changes for improving staff safety. The group tapped the expertise of 800+ first level supervisors and staff guiding structured conversations about their work and workplaces. In this series of Prison Safety Forums,

supervisors discovered not just new ways of thinking about safety, but new ways to approach the work of corrections

**2001 Incident Debrief - Friendly Fire Death**

**2003 Incident Debrief - Hostage & Suspect Death & Close Call for Officers**

## 2015

**Convention (29<sup>th</sup> Annual)**, April 28-May1, Anchorage, Alaska, Hotel Captain Cook  
Hosted by the Anchorage Police Department



**Event Chairperson:** Julie Shank & Doug Fifer, Anchorage Police Department

**President:** Matt Onderbeke, Snohomish County (WA) Sheriff's Office

**Vice President:** Troy King

**Presidents' Award:** None

**New WSHNA position:** Bruce Wind becomes the new **WSHNA Executive Director** in January



Julie Shank  
Event Co-Chairperson



Doug Fifer  
Event Co-Chairperson



New Executive Director  
Bruce Wind  
Seattle Police Department, Ret.



Troy King  
WSHNA Vice President

**WSHNA Negotiation Competition**, scenario Airport-Female

**1<sup>st</sup> Place tie:** Washington County Sheriff's Office CNU and Portland Police Bureau

**1<sup>st</sup> Place Corrections Division:** Washington Department of Corrections

**2<sup>nd</sup> Place:** Lane County, Oregon

**3<sup>rd</sup> Place overall tie:** Portland Bureau of Emergency Communications & Washington Department of Corrections

**Speakers:**





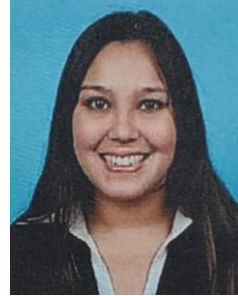
John Flood, FBI  
Mark Thundercloud, FBI



Gary McDougall  
Calgary PD Retired



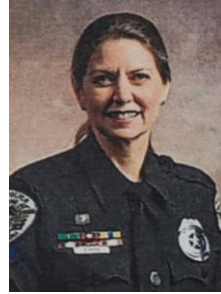
Dan Field  
Illinois Dept of Corr – Ret



Lauren Seawright  
FBI Intelligence Analyst



Sergeant Harry Drucker  
Los Angeles SO



Detective Kimberly Horn  
Anchorage PD.



Officer Larry Longley  
Seattle PD



Martin Buser  
4-time Iditarod winner

**FBI Presentation by FBI Unit Chief John Flood and FBI Supervisory Special Agent Mark Thundercloud. - Captain Phillips, Maersk Alabama, & Somali Pirates, by FBI Crisis Negotiation Unit Staff, SA Mark Thundercloud;** On April 8th, 2009, Somali Pirates boarded and hijacked the freighter Maersk Alabama, 240-nautical miles off the coast of Somali. A variety of tactical and negotiated events occurred over the next five days, including hostage negotiations conducted by FBI Unit Chief John Flood and FBI Supervisory Special Agent Mark Thundercloud.

**Gary McDougall;** “Our Most Common Negotiation Mistakes”. This presentation will offer the Negotiator examples of errors most commonly made during the negotiation process. Based on contributions from Negotiators from across North America, we will explore the specific situations in which we often “drop the ball” and discuss strategies for managing those situations more effectively.

**Dan Field: Dixon Hostage Incident, Illinois;** May 11th, 2006, Illinois Department of Corrections Negotiators Dan Field and John MacIntosh respond to the States Maximum Security Psychiatric wing where a convicted serial rapist holds his female mental health therapist hostage by knife point during 26-hour standoff. The inmate assaulted is serving 60 years for a series of rape convictions. He has assaulted and barricaded himself and the victim in a storage closet within the actual psychiatric housing unit wing. Unique issues arise as the offenders remained on the unit while negotiations were on going.

**Lauren Seawright,** FBI-Exploitation to collect intelligence; The presentation will discuss open-source exploitation to collect intelligence to assist in crisis negotiations. The presentation will include a review of open-source research techniques and social media exploitation to identify specific information to help crisis negotiators.

**Sgt. Harry Drucker,** LASD-Black Friday Robbery; The scene is Black Friday, day after Thanksgiving, 2013. Sergeant Drucker's team responded to an armed robbery where a suspect robbed a drug store for hydrocodone. The suspect's 'escape' led him to a cell phone store where he dealt with the store's employees. Barricaded, suicidal, and wanted by the police, the negotiations begin.

**Det. Kimberly Horn,** Juneau PD-former Juneau PD Lt. opened fire on fellow officers; On Saturday, April 7, 2012, former Juneau Police Department Lieutenant, Troy Wilson, opened fired on his former fellow officers as they responded to a disturbance call at his residence. Wilson’s wife had fled their residence and called Juneau PD to report her husband was drunk, had a gun, and was threatening to hurt himself. He warned if any police officers came near the house, he would shoot.

**Officer Larry Longley**, Seattle PD-Negotiation experience; Imagine you are a patrol officer arriving at a scheduled court appearance, unrelated to what is about to happen. You are suddenly thrust into a life-or-death situation involving a young woman. This woman was about to face her abuser - again. Years of sexual abuse brings her to a terrifying crossroads in her young life; testify or jump from the top of the courthouse? This is a firsthand account of the negotiations that followed. Does this event have a happy ending?

**Martin Buser**, Iditarod-Stories from The Trail; Martin Buser began mushing at age seventeen in Switzerland. In 1979, Buser moved to Alaska to train and raise sled dogs full-time. His training operation, Happy Trails Kennels, is in Big Lake, Alaska. He entered his first Iditarod in 1980, and has run every race since 1986, his third Iditarod. In thirty Iditarods, Buser has won the event four times, in 1992, 1994, 1997, and 2002. On sixteen occasions, he has finished among the top ten finishers. He is the runner-up for fastest finish time in Iditarod history; his team completed the 2002 race in 8 days, 22 hours, 46 minutes, and 2 seconds. He entered his first Yukon Quest in 2009 and finished in fourth place, earning him "Rookie of the Year."

**Seminar Pictures:**



Host Agency, Anchorage Police Department



Recovering Eagle Presentation



Anchorage PD, Julie Shank in the middle

## Special Event: Alaska Railroad Ride



## Major Negotiation Incident of the Year:

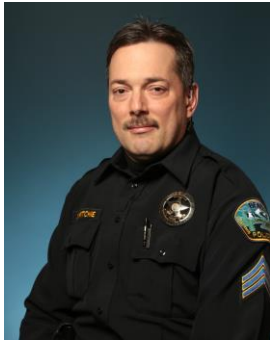
**November 2015 Paris Attacks:** One hostage crisis that is fresh in our memories is the 2015 Paris Attack. The hostage situation was only one part of a much larger attack on Paris, which included suicide bombings and mass shootings throughout the city. Hostages were taken at the Bataclan theater, and 89 people were killed there. Three men opened fire on the concertgoers and also threw grenades at them. After the initial killings, the attackers took 60 to 100 people hostage inside the theater. They threatened to behead a hostage every five minutes. After reports that the attackers were executing hostages, police raided the theater. The attackers all died, either by blowing themselves up, shooting themselves, or being shot by police. Some of the victims' bodies found at the theater were horribly mutilated, with some people showing signs of castration, disembowelment, sexual abuse and torture, and eyes being gouged out.

# 2016

Convention (30<sup>th</sup> Annual), April 24-27, Riverhouse Hotel & Convention Center, Bend, Oregon  
Hosted by Bend Police Department, Oregon & Deschutes County Sheriff's Office, Oregon



**Event Chairperson:** Sergeant Dan Ritche, Bend Police Department  
**Executive Director:** Bruce Wind, Seattle Police Department - Retired  
**President:** Devon Schrum, Washington Department of Corrections  
**Vice President:** Troy King, Portland Police Bureau



Sergeant Dan Ritche  
Bend Police Department



Bruce Wind  
WSHNA Executive Director



Devon Schrum  
WSHNA President



Troy King  
WSHNA Vice President

**After the 2016 Elections – Board of Directors:** Treasurer, Stacy Rejaian; Secretary; VP of Events, Mark Eakes, Lakewood PD; **District 1, ???**; District 2, Bill Maxwell, Multnomah County SO ; **District 3, ???** District 4, Tom Gerdes, Boise PD – resigned, Lieutenant Greg Heun, Idaho Corrections appointed to the position on 10/12/2016; District 5, Julie Shank, Anchorage PD; Representative at Large, 2017 Seminar Chairperson, Bill Maxwell, Multnomah County Sheriff's Office

**Presidents' Award:** Sergeant Dani Griswold, Tacoma, Washington Police Department

**Special Recognition Award:** Jennifer Herring; In 2016 at the seminar WSHNA recognized Jennifer Herring for, "For your continued Commitment to our organization."

## Speakers:



Sergeant Harry Drucker  
Los Angeles County SO



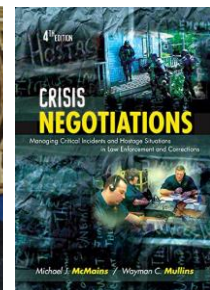
Gary Noesner  
FBI Negotiator– Retired



Kevin Reeder, PhD  
Vet Health Care System



Sergeant Troy King  
Portland Police Bureau



Dr. Wayman C. Mullins  
Prof. Criminal Justice

**Sgt. Harry Drucker**, LASO-Building Rapport; As negotiators, we all know the importance of Building Rapport, but what exactly is Rapport and why is it such an important step toward influencing and changing the behavior of the people we find ourselves negotiating with? During this presentation, we will explore Rapport: The fundamentals and psychology that make it up; How, when, and why to use it in Crisis and Hostage Negotiation; and exactly how it fits in-between Empathy and Influence along the "Behavioral Change Stairway" of Crisis Negotiation.

**Gary Noesner**, FBI-Mumbai in America (WACO); Part I "Mumbai in America" will address concerns about how law enforcement at all levels would handle such incidents in the USA and my belief that negotiation skills will be discounted and perhaps not even deployed. Part II "Negotiating with your Commander" will cover increased subordination of negotiation teams to a very aggressive tactical models that seems to have grown in recent years based on two factors; the first being active shooter programs and the faulty assumption that all incidents involve active shooters, simply because someone is armed. The second factor is terrorism and the growing belief that you cannot negotiate with terrorists and that they like all gunmen need to be tactically resolved. I believe as professional negotiators we need to be the voice of reason at the scene which helps prevent unnecessary and dangerous entries by our peers.

**Kevin Reeder**-Veterans & PTSD; Dr. Wayman C. Mullins-Crisis Negotiations; This presentation will include information on PTSD, substance abuse issues of returning Veterans, TBI (Traumatic Brain Injury), Readjustment issues of returning Veterans, and active listening/negotiation skills with Veterans. Objectives include gaining a greater understanding of the effects of deployment, life in a war zone and combat, learn about the different barriers to the readjustment of the returning Veteran, learn approaches that enhance existing skills of communication and active listening for use in situations involving Veterans in crisis.

**Troy King**, Portland Police Bureau-Suicide by Cop, Improving Communications, & etc.; Suicide-by-Cop Incident Debrief - On the heels of a million-dollar lawsuit settlement resulting from the shooting of an unarmed man in crisis, Portland Police were dispatched to a subject standing in the street armed with knives and attempting to force the police to shoot him. Audio and video from the negotiation will highlight what was done well, and what could have been done differently. Learning points include reminders of "the basics" as well as more advanced techniques.

**Dr. Wayman C. Mullins**: In Fall 2006, Dr. Mullins served in Iraq as Advisor to the Center for Ethics and Human Rights under the Multi-National Security Transition Command – Iraq (MNSTC-I) in the Civilian Police Assistance Training Team section. Dr. Mullins has researched, written, and published extensively in the areas of crisis negotiations, terrorism, stress and PTSD, and other police issues. He has published over 50 articles and made over 100 presentations in these areas to professional societies, police and criminal justice organizations, and government forums. Dr. Mullins has served as a consultant to law enforcement and correction agencies at the federal, state, and local level, private businesses, and international corporations.



# 2016 WSHNA Conference Schedule

## 30th Anniversary

### Bend, Oregon



#### SUNDAY April 24th

- Registration  
Riverhouse Convention Center Lobby ----- 1000-1600
- Meet and Greet Event  
Deschutes Brewery Mountain Room ----- 1700-2100

#### MONDAY April 25th

- Registration ----- 0730-0815  
Riverhouse Convention Center Lobby
- Chief Jim Porter • Bend Police Department ----- 0815-0900  
Welcome & Opening Ceremonies
- Sgt. Troy King Portland Police Bureau ----- 0900-1200  
"Intelligence Gathering for Negotiators"
- LUNCH (Provided) • Vendor Demo-Callyo ----- 1200-1300
- Gary Noesner • Retired FBI Chief Negotiator ----- 1300-1500  
"Mumbai in America"
- Gary Noesner • Retired FBI Chief Negotiator ----- 1500-1700  
"Negotiating with your Commander"
- WSHNA Hospitality Event ----- 1800-2200  
Shilo Inn Banquet Room

#### TUESDAY April 26th

- Sheriff Shane Nelson • Deschutes County Sheriff's Office ---- 0800-0805  
Greeting
- WSHNA Elections/Awards Presentation ----- 0805-0845
- Dr. Kevin Reeder • Veteran's Administration ----- 0845-1200  
"Communicating in Crisis"
- LUNCH (Provided) ----- 1200-1300
- Sgt. Troy King • Portland Police Bureau ----- 1300-1500  
"Suicide By Cop Debrief"
- Sgt. Harry Drucker • Los Angeles County Sheriff's Office ----- 1500-1700  
"Building Rapport"

#### WEDNESDAY April 27th

- Dr. Wayman Mullins • Texas State University ----- 0830-1130  
"Age Based Negotiations"
- Closing Ceremonies ----- 1130-1200

**Seminar Pictures:**



Greg Heun & Gary Noesner, WSHNA, Bend, Oregon



Seminar



Multnomah County WSHNA 2017 booth



Seminar

**Special Seminar Event:** Tour of local breweries

**Press Release:**

## ***30<sup>th</sup> Annual - PRESS RELEASE***

*The Western States Hostage Negotiators' Association (WSHNA) is excited to announce their 30th Annual Training Conference and host to the Annual Meeting of the National Council of Negotiation Associations (NCNA).*

*April 24, 2016 to April 27th, 2016 at the Riverhouse Hotel & Convention Center, Bend, Oregon*

*Full information at [www.wshna.com](http://www.wshna.com). WSHNA is also on Facebook under our full name. Our web site includes presenter information, hotel information, and on-line registration and payment.*

*The goal of the association is to develop in members a higher degree of proficiency in the performance of their professional duties. The association shall provide training for members, and the association shall act as a resource and conduit for information sharing.*

*WSHNA depends upon your involvement as a member to accomplish these goals. WSHNA represents police & corrections crisis negotiators from Alaska, British Columbia, Hawaii, Idaho,*

*Montana, Nevada, Oregon, & Washington.*

**WSHNA Negotiation Competition, Pacific Northwest Rodeo Competition, Portland, Oregon**

**1<sup>st</sup> Place tie Overall tie:** Portland Police Bureau and Washington County Sheriff's Office CNU, Oregon

**1<sup>st</sup> Place, Corrections Division:** Snake River Correctional Institution, Oregon

**2<sup>nd</sup> Place:** Lane County Sheriff's Office

**3<sup>rd</sup> Place:** Salem Police Department, Oregon

Other teams: Washington Department of Corrections, Clackamas County Sheriff's Office, Portland Bureau of Emergency Communications, Coffee Creek Correctional Facility, Vancouver Police Department, Oregon State Correctional Institution, and Deer Ridge Correctional Institution.



1<sup>st</sup> Place, Law Enforcement, Washington County, Oregon

**Other WSHNA Information for this year:**

WSHNA Hosted the 2016 National Council of Negotiation Associations (NCNA) convention this year.

**Major Hostage/Negotiation Incidents of the Year:**

**Malheur National Wildlife Refuge in Oregon;** Jan 2<sup>nd</sup> to Jan 26<sup>th</sup>, 2016

**July 2016 Dhaka Attack:** This recent hostage crisis in Bangladesh left 22 civilians dead, as well as 2 police officers. 5 out of 6 of the attackers were also killed. It all started when militants attacked a bakery in a rich part of the city of Dhaka, armed with pistols, machetes, and crude bombs. They immediately took about 20 to 60 hostages. The Dhaka Police tried to get control of the situation, but two police officers were shot as they tried to intervene. The Bangladeshi armed forces later got involved, smashing an Armored Personnel Carrier through the wall of the bakery.

**In Amenas Hostage Crisis:** In 2016, Al-Qaeda linked terrorists attacked a gas facility in In Amenas, Algeria. They took around 800 prisoners, mostly workers at the facility, and 39 foreign hostages were killed. 32 militants from Libya entered Algeria and attacked the gas facility. When they raided the facility, they specifically targeted foreigners. A British citizen was immediately killed. Other foreigners were shot as they tried to run or captured and forced to wear explosive vests. On the 17th of January, the terrorists drove to meet other terrorists who were nearby. They were intercepted by Algerian special forces and killed. The next day, the terrorists blew up a bomb at the facility, killing many of the hostages. The dead hostages came from many different countries, including Britain, Japan, Norway, and many others.



# 2017

Convention (31<sup>st</sup> Annual), May 7-10, Portland, Oregon, Red Lion Hotel on The River Jantzen Beach  
Hosted by Multnomah County Sheriff's Office



**Event Chairperson:** Bill Maxwell, Multnomah County Sheriff's Office  
**Executive Director:** Bruce Wind, Seattle Police Department - Retired  
**President:** Devon Schrum, Washington Department of Corrections  
**Vice President:** Troy King, Portland Police Bureau



Bill Maxwell  
Event Chairperson



Bruce Wind  
WSHNA Executive Director



Devon Schrum  
WSHNA President



Troy King  
WSHNA Vice President



**Western States Hostage Negotiators' Association  
Executive Board & Board of Directors  
2017 Seminar, Portland, Oregon**

L to R: Greg Heun, District 4 Director; Darren Heaward, Representative at Large; Stacy Rejaian, Treasurer; Troy King, President; Bruce Wind, Executive Director; Mark Eakes, Vice President of Events; Devon Schrum, Vice President; Andi O'Brien, Secretary; Bill Maxwell, District 2 Director; Julie Shank, District 5 Director; Bill Waltz, District 1 Director



**Distinguished Service Awards:** Pierce County, Washington Sheriff's Office Team (Rolland Bautista, Bill Westfall, Tara Simmelink, Alexa Moss), and Tacoma, Washington Police Department Team (Dani Griswold, Nick Jensen, Shawn Malott, Wendy Haddow-Brunk, Scott Yenne)



Troy King addressing the negotiation competitors

**Negotiation Competition:** May 7<sup>th</sup>, 1<sup>st</sup> Annual competition, as part of the seminar held at the Portland Police Bureau training center, scenario - Jail

**1<sup>st</sup> Place:** Washington County CNU, Oregon

**2<sup>nd</sup> Place:**

**3<sup>rd</sup> Place:** Idaho Department of Correction



1<sup>st</sup>, Washington County, Oregon



3<sup>rd</sup>, Idaho Dept. of Correction

**Speakers:**



Kevin Reeder, PhD  
Veterans' Health Care System



Devon Schrum  
Washington Dept of Corrections



Constable Cinda Michael  
Vancouver BC Police Dept.



Deb McMahon  
Crisis Systems Management



Dr. Randy Mackoff



Sergeant Brett Tjepkes  
Iowa State Patrol

**Kevin Reeder, PHD-Veterans & PTSD;** Objectives include gaining a greater understanding of the effects of deployment, life in a war zone and combat, learn about the different barriers to the readjustment of the returning Veteran, learn approaches that enhance existing skills of communication and active listening for use in situations involving Veterans in crisis.

**Devon Schrum, Washington DOC-Successful Application & Grant Management Techniques - Successful Application and Grant Management Techniques –** Grants can be a good way to secure funding or technical assistance to support the work you do. This presentation offers the audience some helpful information about how to locate, apply for, and win different types of grants.

**Constable Cinda Michael-Strategic Communication, Vancouver BC Police Department;** As a 28-year member of the Vancouver Police Department (VPD), Constable Cinda Michael is a leader in her community and a leader in policing. She was selected as the recipient of the 2017 Blue Line Police Leadership Award. Constable Michael is recognized internationally for her skills and experience in crisis negotiation.

**Deb McMahon, Emotional Skills for Crisis Negotiators;** A capacity to recognize your own and other people's emotions, discern between different feelings, label them appropriately and use the resulting information to guide thinking and behavior, is what is known as *emotional intelligence*. The more skilled we are at understanding the value of emotional intelligence, and therefore emotional skills – the better prepared we are to leverage those skills during crisis negotiation. We will discuss the many practical ways you can improve your emotional skills specifically as it relates to dealing with emotionally and psychologically charged subjects and serving as a member of a crisis negotiation team. We will also discuss indicators that things are not going well emotionally for you during a negotiation, the importance of a collective team mood and techniques for accepting and giving feedback.

**Dr. Randy Mackoff, Vancouver BC PD - Negotiating with the Empathy Impaired, Strategic Communication -** moving beyond active listening skills. Strategic communication is conversation with a barricaded or suicidal subject that has a purpose. It includes having a goal for each and every contact. At the end of each contact reviewing the goals and setting new ones. It involves listening to the subject in order to identify recurring themes in their life from which we will discern hooks, triggers, and ultimately

our overall strategy. It focuses the negotiation, making every contact more efficient and prevents a random loop of ALS that goes nowhere. It allows CNT to shift from initial use of ALS to maintaining power and control in order to influence.

**Sgt. Brett Tjepkjens:** Iowa DPS-negotiation incident - On May 17, 2010, Daniel Alan Beardsley, a 16-year-old resident of the Iowa Clarinda Academy Juvenile Detention Center, assaulted an employee of the Academy and stole a pickup to escape. Mr. Beardsley found his way to a rural residence in Brooks Iowa intending to steal weapons and use the profits to further his escape. This incident turned into multiple persons being shot by Mr. Beardsley including the homeowner and law enforcement responders. The case study is a detailed review of the events and lessons learned.

**2017 WSHNA Conference Schedule**  
**Multnomah County Sheriff's Office**  
**Portland, Oregon**

**SUNDAY May 7<sup>th</sup>:**

- Crisis Negotiation Competition:**
- Portland Police Training Center ----- 0800 - 1600
- Registration:**
- Red Lion Lobby ----- 1200 - 1800
- Hospitality Event:**
- Presidential Suite ----- 1800 - 2100

**MONDAY May 8<sup>th</sup>:**

- Registration:**
- Red Lion Lobby ----- 0730 - 0800
- Welcome / Opening Ceremonies:**
- Sheriff Michael Reese - Multnomah County Sheriff ----- 0800 - 0900
- Opening Ceremonies - MCSO Honor Guard
- Speaker:**
- Cinda Michael - "Strategic Communication" ----- 0900 - 1200
- LUNCH (Provided):** ----- 1200 - 1300
- Speaker:**
- Randy Mackoff - "Empathy Impaired Communication" ----- 1300 - 1600
- Speaker:**
- Devon Schrum - "Grant Writing" ----- 1600 - 1700
- WSHNA Hospitality Event:**
- Red Lion Lounge ----- 1900 - 2200

**TUESDAY May 9<sup>th</sup>:**

- WSHNA Elections / Award Presentation** ----- 0800 - 0900
- Conference Address:**
- Chief Deputy Michael Shults - Multnomah County Sheriff's Office
- Speaker:**
- Deb McMahon - "Emotional Skills for Negotiators" ----- 0900 - 1200
- LUNCH (Provided):** ----- 1200 - 1300
- Speaker:**
- Dr. Kevin Reeder - "Veteran Negotiations" ----- 1300 - 1600
- WSHNA Dinner Cruise:**
- Willamette Star ----- 1800 - 2030

**WEDNESDAY May 10<sup>th</sup>:**

- Speaker:**
- Brett Tjepkjens - "Prison Escape Debrief" ----- 0800 - 1130
- Closing Ceremonies:** ----- 1130 - 1200
- Networking:** ----- 1300 - 1600

**Seminar Photos**



Idaho Department of Correction team



**Special Event: on the *Willamette Star* Cruise**



Willamette Star



the Cruise



Event Chairperson, Bill Maxwell, thumbs-up



District 4 Director, Greg Heun



# 2018

Seminar (32<sup>nd</sup> Annual), April 30-May 2, Reno, Nevada, Atlantis Resort & Conference Center,  
Hosted by Washoe County Sheriff's Office



**Event Chairperson:** Sergeant Andi O'Brien, Washoe County Sheriff's Office

**Executive Director:** Bruce Wind, Seattle Police Department - Retired

**President:** Troy King, Portland Police Bureau

**Vice President:**



Sergeant Andi O'Brien  
Event Chairperson



Bruce Wind  
WSHNA Executive Director



Troy King  
WSHNA President

**After 2018 Elections – Board of Directors:** Vice President, Devon Schrum, Washington Corrections; Treasurer, Stacy Rejaian; Secretary, Andrea 'Andi' O'Brien, Washoe County SO; VP of Events, Mark Eakes, Lakewood PD; District 1 Director, Dan Waters, Spokane PD; District 2, Bill Maxwell, Multnomah County SO; District 3, Tom Moyer, Las Vegas PD; District 4, Lieutenant Greg Heun, Idaho Corrections; District 5, Julie Shank, Anchorage PD; Representative at Large, 2019 Seminar Chairperson, Samantha Robinson, Whatcom County SO

**Distinguished Service Award:** Washoe County, Nevada, SO Team (Scott Iacoboni, Darrin Rice, Andrea 'Andi' O'Brien, Gary Martin, Sita Singh, Amelia Galicia, Josh Swanson, Tim Braginton, Justin, Simmons, Jacqueline Burfield, & Lisa Hallberg)



Deb McMahon addresses negotiation competitors

**Negotiation Competition:** 2<sup>nd</sup> Annual competition, April 30<sup>th</sup>, Reno Convention Center, scenario, VTB-Casino

1<sup>st</sup> Place tie: Washington County CNU, Oregon and ???

2<sup>nd</sup> Place:

3<sup>rd</sup> Place:

Other teams competing: Fremont Police Department, Portland Police Bureau, Washoe County Sheriff's Office, Reno Police Department, North Sound Metro, Marion County Sheriff's Office, Clackamas County Sheriff's Office, and the Idaho Department of Correction



Tie, 1<sup>st</sup> place, Washington County, OR

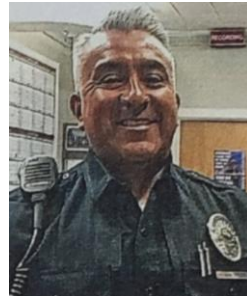
**Speakers:**



Tim Suttles  
FBI, Portland Office



Terry Holmes  
Fort Wayne Police Dept.



Victor Torres  
Ossian Police Dept.



Harry Drucker  
Inglewood Police Dept.



Tammy McCoy-Arballo  
Clinical Psychologist



Charles Crosby  
Orlando Police Department



Joseph Capece  
Orlando Police Department



Dennis Flynn  
Las Vegas Metro PD

**Tim Suttles, FBI:** The presentation is a look at the Malheur National Wildlife Refuge occupation which occurred in the winter of 2016 in Harney County, Oregon. The presentation centers around the negotiations to include negotiation strategies. The presentation is two full hours.

**Terry Holmes & Victor Torrez, Fort Wayne PD.** Kenneth Knight Hostage Taking. In the early morning of March 20, 2013, Kenneth Knight, boarded a Citilink Bus with a shotgun, concealed it underneath his seat and waited for his ex-girlfriend. Knight taunted her, then pulled her off the bus, and shot her 3 times in front of kids waiting for their school bus, Knight fled the scene to a acquaintance's house. Subjects inside



the house fled abandoning a 3-year-old in the house. When police arrive Knight refuses to release the child and our standoff begins.

**Sgt. Harry Drucker,** On Thanksgiving Eve, an Officer of the Inglewood Police Department was shot. The suspect, along with two hostages, are barricaded in a house. The Inglewood Police Department has its own SWAT and Hostage Negotiation Team but given the circumstances they asked the Los Angeles County Sheriff's Department to respond. The negotiations, the transition of two specialty teams, inter-agency cooperation, and command challenges will be discussed.

**Dennis Flynn:** A husband and wife got into an argument in their home on Christmas night in Las Vegas, Nevada. Their four children were also in the residence and heard the argument. The husband was a previously deported felon, addicted to methamphetamine, had been physically abusive to his wife, and had both outstanding bench warrants and deportation warrants. The wife called 911 to report the incident but the husband smashed the phone as she was talking. When responding patrol officers arrived, the wife was able to flee the residence with three of the children but was unable to bring her 18-month-old son along, leaving him behind. When officers approached the residence, they saw the husband inside, carrying the baby and had armed himself with a pistol. SWAT and Crisis Negotiators were dispatched the scene. Negotiations with the suspect were done via a public-address system, a 'throw phone', through a robot, and finally voice to voice. The debrief of this incident shares not only audio and video of the lengthy negotiations but also includes the lessons learned from the incident.

**Tammy McCoy-Arballo;** This presentation will provide Insight into the minds of people who commit suicide by cop, including the associated mental illness, triggers, and helpful insights and tips for negotiators pertaining to such events. Discussion will also include information about suicide awareness and common reactions from law enforcement officials who respond to suicide by cop events, including ways to safeguard the mental health of law enforcement officials.

**Charles Crosby & Joseph Capece;** On June 12, 2016, the Orlando Police Department responded to an active shooter at the Pulse Night Club. Approximately 30-minutes into the incident, negotiators learned that the suspect subscribed to terrorist ideologies and the incident was more than an active shooter. Negotiators worked to resolve a situation that had very few precedents at the local, regional, or national level. Though the incident ultimately was resolved tactically, negotiators learned valuable techniques for negotiating with the terrorist mindset.

#### **Seminar Photographs:**



Mark Eakes addresses the seminar



vendor displays



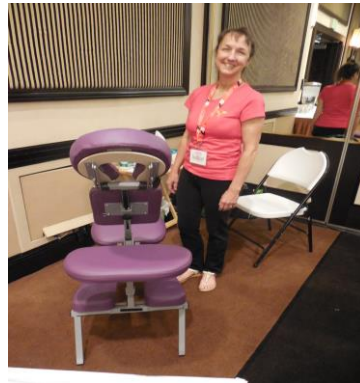
seminar attendees



Deb McMahon



seminar attendees



Diana Heun – WSHNA Charity Massages

**Special Seminar Event: Poker Tournament  
2018 Screensaver:**



# 2019

**Seminar (33<sup>rd</sup> Annual)**, April 7-10, Spokane, Washington  
At the Historic Davenport Hotel and the Davenport Tower  
Hosted by Spokane Police Department



**Event Chairperson:** Lieutenant Dan Waters, Spokane Police Department

**Executive Director:** Bruce Wind, Seattle Police Department - Retired

**President:** Troy King, Portland Police Bureau – Retired

**Vice President:**



Lieutenant Dan Waters  
Event Chairperson



Bruce Wind  
WSHNA Executive Director



Troy King  
WSHNA President

**Distinguished Service Awards:** Sgt. Davina Lau & Officer Debbie Wilson, Idaho Department of Correction Investigator Craig Kinney, Douglas County, Oregon, Sheriff's Office, and Deputy Robert Watts, Clackamas County, Oregon, Sheriff's Office



Sgt. Davina Lau & Officer Debbie Wilson  
Distinguished Service Award

**Negotiation Competition:** 3<sup>rd</sup> Annual competition, as part of the seminar: April 7<sup>th</sup>, Spokane High School, scenario – Daycare

**1<sup>st</sup> Place:** Portland Police Bureau CNT

**2<sup>nd</sup> Place:** Clackamas County Sheriff's Office

**3<sup>rd</sup> Place:** North Sound Metro HNT

Other negotiation teams competing: Clallam Bay Corrections, Monroe Correctional Complex, Safford Creek Corrections Center, Premont Police HNT, Washington County TNT, Airway Heights Corrections Center, Coyote Ridge Corrections Center, and the Idaho Department of Correction.



1<sup>st</sup>, Portland Police Bureau



2<sup>nd</sup>, Clackamas County Sheriff's Office



3<sup>rd</sup>, North Sound Metro

**Speakers:**



Casey Jackson  
Founder IFOC



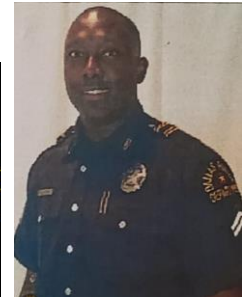
Dr. Andrew Young  
Lubbock Police Dept.



Sergeant Paul Meyer  
Portland Police Bureau



'Gus'  
FBI since 2003



Larry Gordon  
Dallas Police Dept.

**Casey Jackson:** Motivational Interviewing (MI) is an Evidence-Based method of communication developed in the addiction field and is now used widely in behavioral health, healthcare, corrections, and law enforcement. This course focuses on specific assessment and communication strategies that minimize or eliminate resistance and effectively resolve ambivalence towards productive resolution. Officers who become measurably “competent” in Motivational Interviewing have seen a notable reduction in use of force and improved outcomes with difficult calls. This presentation will focus on the physics of behavior change and how to apply a specific method of communication by assessing and responding to specific language cues.

**Dr. Andrew Young:** dealing with the psychotic; Dr. Young will briefly review negotiator skills when talking to the psychotic. Then, take that psychotic subject, add methamphetamine, patrol with guns drawn, & for good measure some suicidal ideation. Dr. Young's intervention skills in this case will be critiqued. Next, how do we cope with what is perceived as an undesirable ending; negotiator resiliency and coping will be discussed. Dr. Young will then give some insight into the different roles a Psychological Consultant can have on a crisis negotiating team.

**Sergeant Paul Meyer, Portland Police Bureau:** Teamwork after a Catastrophic Injury. After an on-duty freak accident, Paul's life changed forever. But what happened next is an unbelievable story of how his peers and department leaders came together to rally behind Paul and his family. It is that teamwork which has inspired so many others to come to the aid of him and his family when they needed it more than ever. The presentation will focus on those selfless acts that have been inspirational and have had a positive impact in helping Paul and his family overcome the difficulties that have followed, both at home and at work. That same peer support continues to this day.

**'Gus':** 'Gus' will present attendees a unique inside look of the culture and ideologies of extreme terrorism and how to properly identify and negotiate with them.

**Sgt. Dave Shackleton, Mount Vernon PD & Deputy Brad Holmes, Skagit County Sheriff's Office:** SCSO-investigation turned to shots fired – negotiation; In December 2016, while investigating a shooting, Mount Vernon PD officers attempted contact at a residence in the area. As officers were attempting

contact, shots came from inside the house, striking one officer in the head. Shortly after, the suspect called 911 saying he had hostages, a bomb, and that he had texted the mayor. Officers eventually learned that the suspect was a potential 'third-strike' convicted felon looking at the possibility of life in prison. The negotiating team found itself negotiating with someone with little incentive to surrender. Add to that having the mayor 'on scene', outside media influences, & team transition.

**Dave Shackleton, Mt. Vernon PD:** In December 2016, while investigating a shooting, Mount Vernon PD officers attempted contact at a residence in the area. As officers were attempting contact, shots came from inside the house, striking one officer in the head. Shortly after, the suspect called 911 saying he had hostages, a bomb, and that he had texted the mayor. Officers eventually learned that the suspect was a potential 'third-strike' convicted felon looking at the possibility of life in prison. The negotiating team found itself negotiating with someone with little incentive to surrender. Add to that having the mayor 'on scene', outside media influences, & team transition.

**Larry Gordon, Dallas PD:** 12 officers shot, negotiations with Micah Johnson, went tactical. July 7, 2016, tensions were high again across the country after police shot two black men, Philando Castile and Alton Sterling. Both incidents are captured in widely circulated videos. A day of protest led to a 25-year-old Army veteran, Micah Johnson, taking action. Wearing a steel-plated bulletproof vest and holding an AK 74 semiautomatic rifle, Johnson shot twelve Officers, five fatally. Dallas SWAT cornered the suspect and a four-hour negotiation ensued. This presentation outlines how Officer Gordon, as Lead Negotiator, was able to contain the suspect, leading to a resolution.

**Seminar Pictures:**





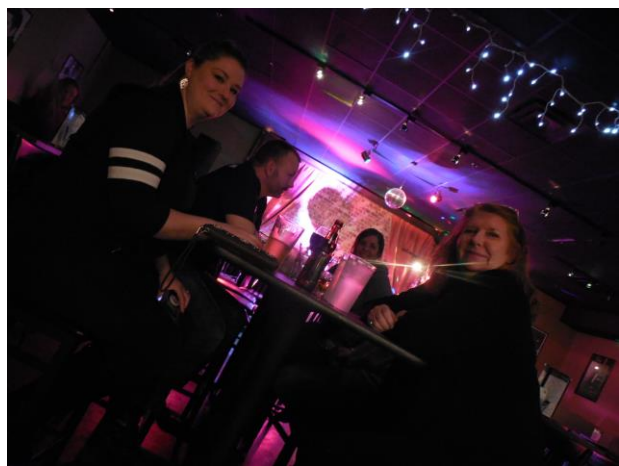
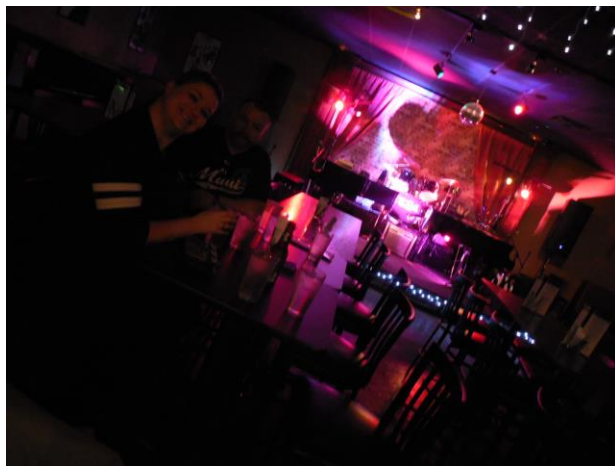
Board meeting at the Historic Davenport Hotel



**Western States Hostage Negotiators' Association**  
 2019/2020 WSHNA Board, 9 April 2019, Historic Davenport Hotel, Spokane, Washington  
 Front L to R: President, Troy King; District 4 Director - Idaho & Montana, Greg Heun;  
 Back, L to R: District 2 Director - Oregon, Bill Maxwell; Treasurer, Stacy Rejaian; Vice President, Devon Schrum;  
 Vice President of Events, Mark Eakes; Executive Director, Bruce Wind; District 5 Director - Alaska & Canada, Julie Shank;  
 Secretary, Andi O'Brien; District 3 Director - Nevada & New Mexico, Tom Moyer; District 1 Director - Washington, Dan Waters

WSHNA 2019 Full Board Photograph

**Special Seminar Event:** Social Event at 9NYE; Dueling Pianos at Ridlers Piano Bar the next night, and a Pub Crawl



Networking!



Dueling Pianos at Ridders Piano Bar



Idaho Correction's team at 9NYE

**2019 Screensaver:**



**33rd Annual Western States Hostage Negotiators' Association Seminar and HNT Competition**

Sunday, April 7th HNT Competition held at Lewis and Clark High School, 421 W 4th Avenue. Registration is open 1500 until 1900. Networking sponsored by Aardvark Tactical begins at 1800 hours at nYne Bar and Bistro, 232 W. Sprague Avenue. There will be complimentary beverages and a generous happy hour menu. To get to nYne Bar, head east on Sprague from the north entrance of the Historic Davenport for five blocks. The venue is on the left.

Monday, April 8th Opening Ceremonies – 0800 Hours to 0900 Hours Mr. Casey Jackson – 0900 Hours to Noon Lunch (Provided) – Noon to 1300 Hours Dr. Andrew Young – 1300 Hours to 1500 Hours Sgt. Paul Meyer – 1500 Hours to 1700 Hours Evening Networking – Team Building sponsored by Quik



Clot located at the Riddler's Piano Bar, 718 W Riverside, one block north of the Historic Davenport. There will be complimentary beverages and another generous menu. Come enjoy great music and dueling pianos! They also have TV's if you want to watch March Madness!

Tuesday, April 9th WSHNA Elections – 0800-0830 'Gus' – 0900 Hours to Noon Lunch (Provided) – Noon to 1300 Hours Sgt. Dave Shackleton and Deputy Brad Holmes – 1300 Hours to 1700 Hours Evening Networking – Team Building Events in the hospitality suite at the Historic Davenport. Food and beverage provided!

Wednesday, April 10th Sgt. Larry Gordon – 0800 to 1100 Hours Seminar Closing Ceremonies – 1100 Hours to 1200 Hours

# 2020

**Seminar (34<sup>th</sup> Annual)**, April 19-22, Blaine, Washington, Semiahmoo Resort  
Was to be hosted by the Whatcom County Sheriff's Office, **cancelled due to COVID**



**Event Chairperson:** Samantha Robinson, Whatcom County Sheriff's Office

**Executive Director:** Bruce Wind, Seattle Police Department – Retired

**President:** Troy King, Portland Police Bureau – Retired

**Vice President:**



Samantha Robinson  
Event Chairperson  
Whatcom County Sheriff's Office



Bruce Wind  
WSHNA Executive Secretary  
Seattle PD (retired)



Troy King  
WSHNA President  
Portland Police Bureau

**Distinguished Service Award:** Deputy Danny Hill, Clackamas County Sheriff's Office, Oregon

## 2020 Screensaver:



**WESTERN STATES HOSTAGE NEGOTIATORS' ASSOCIATION WSHNA**  
**BOARD RESOLUTION OF MAY 4, 2020**

Whereas the COVID-19 Pandemic caused restrictions imposed by the State of Washington that made it impossible for our 34th Annual Training Seminar to be convened. The subsequent cancellation of our annual event resulted in the failure to comply with the following bylaw items.

- 1) Elections of two District Representatives (District 2 & District 4)
- 2) Elections of two Executive Board positions (Vice President & Secretary)
- 3) General Membership Meeting

Whereas the Board of Directors wishes to move forward with the business of our organization, the following resolution was passed without dissent by the Board of Directors during electronic voting between May 4, 2020 and May 11, 2020.

Be it resolved that the elections of two District Representatives and two Executive Board Positions scheduled for the Seminar of 2020 will be postponed for one year. All expiration dates of current Board Members (Executive Board Members & District Representatives) will be one year later, i.e. if the term expired in 2020, the term now expires in 2021. Likewise, if the term expired in 2021, the term now expires in 2022. This decision was not taken lightly and involved discussion of several options to maintain quality leadership of the organization. Also, be it resolved that the Representative At Large, traditionally the upcoming Seminar Chairperson, will be appointed by the President as normal.

Whereas the Board of Directors is sensitive to the needs of the membership, be it resolved that a general electronic mailing will be conducted in the near future asking for any input that the membership would like to give the Board of Directors, similar to asking for New Business at the General Membership Meeting. All items submitted to the Board of Directors will be answered by a member of the Board of Directors. Any item requiring action by the full Board of Directors, Executive Board, Committee and/or Executive Director will be given that attention.

Further, be it resolved that upon completion of all tasks above, this resolution shall expire.

# 2021

Seminar (35<sup>th</sup> Annual), May 2-5, Boise Idaho, Boise Convention Centre & The Grove Hotel  
Hosted by the Idaho Department of Correction



**Event Chairperson:** Sergeant Zach Diaz, Idaho Department of Correction

**Executive Director:** Bruce Wind, Seattle Police Department - Retired

**President:** Troy King, Portland Police Bureau – Retired

**New Vice President:** Lieutenant Greg Heun, Idaho Department of Correction



Sergeant Zach Diaz  
Event Chairperson  
Idaho Dept. of Correction



Bruce Wind  
WSHNA Executive Secretary  
Seattle Police Dept. (Retired)



Troy King  
WSHNA President  
Portland Police Bureau



Lieutenant Greg Heun  
New WSHNA Vice President  
Idaho Dept. of Correction

**Distinguished Service Award:** Detective John Jensen, Eugene Police Department, Oregon, and  
Detective Jason Catlett, Lakewood Police Department, Washington



Negotiation competition briefing

**Negotiation Competition**, 4<sup>th</sup> Annual competition, as part of the seminar: May 2<sup>nd</sup>, at the Idaho Capitol, scenario – Love Never Retires

**1<sup>st</sup> Place:** Washington County CNU, Oregon

**2<sup>nd</sup> Place:** Snake River Correctional Institution, Oregon

**3<sup>rd</sup> Place:**

Other negotiation teams that competed: Ada County Metro, Anchorage Police Department, Central Oregon ERT, Idaho Department of Correction, Spokane Police Department, and the Washoe County Sheriff's Department.



1<sup>st</sup> Washington County, Oregon

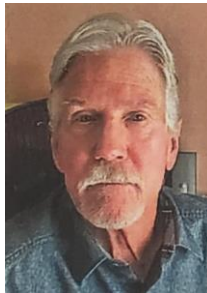


2<sup>nd</sup> Place, Snake River Correctional Institution, Oregon

**Speakers:**



Corporal Duane Boynton  
Vancouver PD, USA



Robert Ragsdale  
Phoenix Police Dept. ret



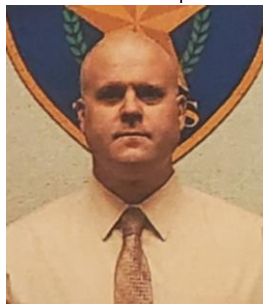
Major Lafate Day  
Lafourche Parish SO



Jan Dubina  
Phoenix Police Dept. ret



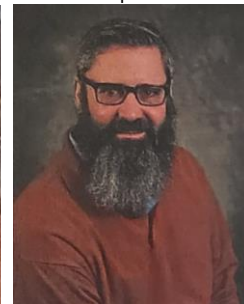
Detective Ben Wetzel  
Phoenix Police Department



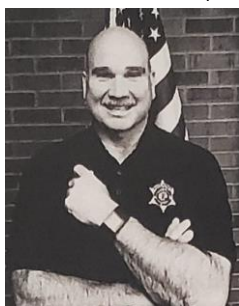
Deputy Brandon Pierpoint  
Lubbock County Sheriff's Office



Dr. Andy Young  
Lubbock Police Department



Dr. Wally Campbell  
Idaho Dept. of Correction



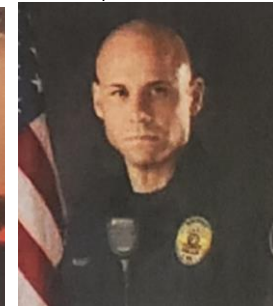
Brian Tison, ret  
Vermilion Co SO/Univ of Ill PD



Dr Shannon Meyer  
FBI Instructor



Sergeant Andi O'Brien  
Washoe County Sheriff's Office



Officer Jared Nesary  
Yakima Police Department

**Duane Boynton-Love Never Retires, Vancouver PD, USA;** In 2019, Law Enforcement personnel from multiple police agencies in the Vancouver, Washington area responded to an “Active Shooter” – turned – “Barricaded Subject” situation in an elderly high-rise apartment building. As units began to arrive, they were immediately faced with several unique challenges specific to evacuating a high-rise building full of older and infirm residents and identifying, locating, and containing the subject. In this case study you will have the opportunity to see and hear how those unique challenges unfolded for this crisis negotiation team. Considerable audio, video and photographs supplement this one-of-a-kind case study.

**Bob Ragsdale, Arizona Corrections, Lewis Prison, Arizona, Standoff;** It began on January 18, 2004, with a failed escape attempt that resulted in two armed inmates holding two Corrections Officers hostage in a multi-level prison yard tower that was designed to keep the inmates out. The incident went on for 15 days, the longest of its kind in U.S. Corrections history. Many of the negotiators, who came from municipal, county and state agencies to assist the Corrections team, never thought they would be negotiating for lives in a correctional setting. While detailing the total incident, this presentation primarily focuses on the efforts of this multi-agency team and the negotiation process that brought about the release of the two hostages, the surrender of the two inmates, and a peaceful resolution. The incident went on for 15 days, the longest of its kind in U.S. Corrections history.

**Major Lafate Day, Lafourche Parish Sheriff's Office, Lockport Lockdown** is a case review of an incident that took place in Lockport, Louisiana. The male subject texted a friend that he was suicidal and had a shotgun. His was staying with his girlfriend at the time who lived with her father. The father was a part-time officer with the local police department. It was unknown what equipment and or weapons were in the residence. The subject had been evaluated for suicidal threats just a week earlier. It was also learned he was a member of the Louisiana National Guard and was possibly facing disciplinary action there. As local law enforcement surrounded the residence and a tense standoff continued a series of complicating circumstances started to mount including a refusal to speak directly to negotiators, and early school dismissal threatening to saturate the neighborhood with children, the subject remotely starting his vehicle under the carport, and ineffective attempts to shut down his cell phone. **Jan Dubina Phoenix PD, Jan Dubina, Phoenix and Ben Wetzel, Phoenix Police Department - Prep Courtroom Testimony;** Jan & Ben will discuss and review challenging courtroom and legal considerations for negotiators.

**Brandon Pierpoint, Lubbock County SO, and Dr. Andy Young, Lubbock PD; Standoff/w Complete Prick;** A callout debrief of a call involving a Sovereign Citizen type who barricaded on his property. This debrief includes the 24-minute audio recording of our negotiations and is an excellent example of rapport building. Negotiating skills are discussed, as are strategies for negotiating with this type of individual. This recording usually causes audiences to laugh at times and is a great example of facilitating a face-saving surrender. In this case, we facilitated the subject's surrender to our primary negotiator. A discussion of other strategies that worked is also included, as is a discussion of the role of a psychological consultant on a CNT. This presentation lasts over an hour and is a great example of SWAT and negotiators trying to work well together

**Dr. Wally Campbell-Instruction;** Presentation 1 - Mental Health Disorders and their impact on Different Communication Styles: Coming from a correctional mental health perspective, this presentation is aimed at non-clinical staff to develop a basic understanding of categories of mental disorders and how these different disorders may appear and communicate. Focus will be given on understanding the different types of communication responses that are likely to be more effective for each category of disorder. Primary attention will be given to 1) psychotic disorders, 2) anxiety/manic disorders, 3) depressive disorders, and 4) primary behavioral disorders.

**Brian Tison-Days in Brief;** On 08/04/2015 at approx. 0400 hrs., Champaign County Metro/SWAT was activated for a barricaded suspect from an armed robbery at Hardees the previous evening. Officers contacted the suspect in room 211 at the Days Inn. The suspect claimed to be armed and officers on

scene established a perimeter until the team could arrive. We will discuss the operation from beginning to end using car, body, and throw phone audio/video to create a full incident-based debriefing of the situation. There are tactical, operational, and negotiations team principles and learning points to be evaluated from this incident, both positive and negative. The discussion will include team operations, knowledge of current technology use and effectiveness, cooperation between negotiations and tactical elements, integration of relief team components, and use of de-escalation and intervention techniques with criminal suspects.

**Dr. Shannon Meyer-Operational Stress;** We will talk about the emotional impact of negotiating, why it can become toxic, and how to identify our individual operational vulnerabilities. We will also cover advances in brain science that reveal that operational stress injuries and in particular PTSD — are the result of a brain injury. Finally, we will discuss the ways that we can cultivate resilience and protect ourselves from operational stress injuries in the first place, as well as the established methods that enable recovery and a return to optimal functioning should they occur.

**Andi O’Brien-2020 Standoff;** The Washoe County Sheriff’s Office responded to the report of a subject brandishing a weapon. The subjects and address were well known to the agency, with a history of violence against law enforcement. When deputies arrived, little did they know they were there for the long haul. After 16- hours of trying, the Hostage Negotiations Team used every tactic known to them and as the hours carried on, team members were replaced, and negotiations continued. This case study takes place in rural Northern Nevada and contains an emotional rollercoaster. As the incident evolves, members from various specialized teams respond to support HNT the extended standoff. This incident reminds us, with all the training one could receive, nothing is ever definite or guaranteed. A TEAM is the key to any call out. Without assistance, HNT could not have performed for the 16-hour standoff at the level they did.

**Officer Jared Nesary, Yakima PD, ret;** Jared will share his personal battle with PTSD, and what recovery looks like after residential treatment. His courage to ask for help, which in his words saved his life and career. “You are never alone” is a personal story of survival, courage and vulnerability and a great reminder to all that no matter how dark the darkness gets or how far you have fallen, you are never alone in this battle. Jared survived PTSD and won his life back.

*35th Annual WSHNA Training Seminar and HNT Competition Boise, Idaho*

	Friday April 30th	Saturday May 1st	Sunday May 2nd	Monday May 3rd	Tuesday May 4th	Wednesday May 5th			
8:00	NCNA and Board arrives in preparation for NCNA Meeting on Saturday		0800-1600 Competition	Opening Ceremonies	Lafate Day - Lockdown in Lockport: suicidal soldier 1.5 Hours Brandon Pierpoint - Standoff with "Complete Prick"/Kill Line 1.5 Hours Election/Awards	Dr. Shannon Meyer Operational Stress and Resilience 2 Hours  Andi O'Brien - 2020 Standoff 2 Hours			
9:00				1000-1300 NCNA Meeting Boise Centre			Love Never Retires - Debrief Duane Boynton 3 Hours	Lunch on site	Lunch on site
9:30							Lunch on site - no break		
10:00		1300-1400 NCNA Lunch Boise Centre Food Service	0800-1600 Competition	Jan Dubina Preparing for Courtroom Testimony 2 Hours	Dr. Wally Campbell - Instruction 2 topics 2 Hours	WSHNA Board After Action Meeting			
11:00		1400-1700 NCNA Meeting Boise Center		Bob Ragsdale Lewis Prison Standoff Debrief 2 Hours			Brian Tison - Days Inn Debrief 2 Hours	Jared Nesary 'You Are Never Alone'	
12:00		NCNA Dinner on our own	1700-2100 Off site networking event	Competition Awards	1700-2100 Off site networking event				
13:00				1700-2100 Off site networking event					
14:00				1800-2100 NCNA and Presenter dinner					
15:00		1900 - 2100 Competition pre-briefing for Judges, facilitators Boise center							
16:00									
17:00									
17:30									
18:00									
19:00									
20:00									
21:00									

Seminar Photographs:



35th Annual WSHNA Seminar, Boise, Idaho, May 4th, 2021  
Tiara Tuesday

Photo by Greg Heun

Tiara Tuesday at the Boise Convention Center



Registration & ticket sales



COVID temperature testing



Raffle items





WSHNA President, Troy King



Idaho Department of Correction Director, Josh Tewalt



Seminar

**2021 Screensaver:**



**Seminar Charity:**



ADVOCATES AGAINST FAMILY VIOLENCE

**Special Seminar Event:** COVID interfered with a big event. Effective networking nights were held at 10 Barrel and Bardenay.

**Other WSHNA happenings this year:**

WSHNA Hosted the 2021 National Council of Negotiation Associations (NCNA) convention this year.

# 2022

Seminar, (36<sup>th</sup> Annual), May 1-4, Blaine, Washington, Semiahmoo Resort  
Hosted by Whatcom County Sheriff's Office



**Event Chairperson:** Samantha Robinson, Whatcom County Sheriff's Office

**Executive Director:** Bruce Wind, Seattle Police Department - Retired

**New President:** Samantha Robinson, Whatcom County Sheriff's Office

**Vice President:** Greg Heun, Idaho Department of Correction



Bruce Wind  
Seattle Police Dept., Ret  
WSHNA Executive Secretary



Samantha Robinson  
Event Chairperson and,  
New WSHNA President  
Whatcom County Sheriff's Office



Greg Heun  
Idaho Dept. of Correction  
WSHNA Vice President

**After the 2022 Elections – Executive Board & Board of Directors, effective June 1<sup>st</sup>:** Executive Director, Bruce Wind, Seattle PD retired; President Samantha Robinson, Whatcom County SO; Vice President, Lieutenant Greg Heun, Idaho Corrections; Treasurer, Joe Miller, Salem PD; Secretary, Devon Schrum, Washington Corrections; VP of Events, Mark Eakes, Lakewood PD; District 1 Director, Dan Waters, Spokane PD; District 2, Lisa Cain, Oregon Corrections; District 3, Erik Morris, Las Vegas Metro PD; District 4, Sergeant Davina Lau, Idaho Corrections; District 5, Cory Crane, Anchorage PD; Representative at Large, 2023 Seminar Chairperson, Andrea 'Andi' O'Brien, Washoe County Sheriff's Office

**Tom Moyer Memorial Award (Presidents' Award):** Officer Brandon Rathje, Eugene Police Department, Oregon and FBI Special Agent Tim Suttles, Portland Office

**Distinguished Service Award:** Corporal Danielle Jenkins, Longview (WA) Police Department



Tom Moyer Memorial Award  
Brandon Rathje & Danny Johnson



Tom Moyer Memorial Award  
Tim Suttles & Danny Johnson



Distinguished Service Award  
Danielle Jenkins & President Troy King

**Negotiation Competition, 5<sup>th</sup> Annual** as part of the seminar held at Blaine High School May 1<sup>st</sup>, scenario – Shooter Sports

**1<sup>st</sup> Place:** Washington County, Oregon

**2<sup>nd</sup> Place:** Clackamas County Sheriff's Office

**3<sup>rd</sup> Place - tie:** Idaho Department of Correction & Portland Police Bureau



Washington County, Oregon



Clackamas County Sheriff's Office



Idaho Dept. of Correction



Portland Police Bureau

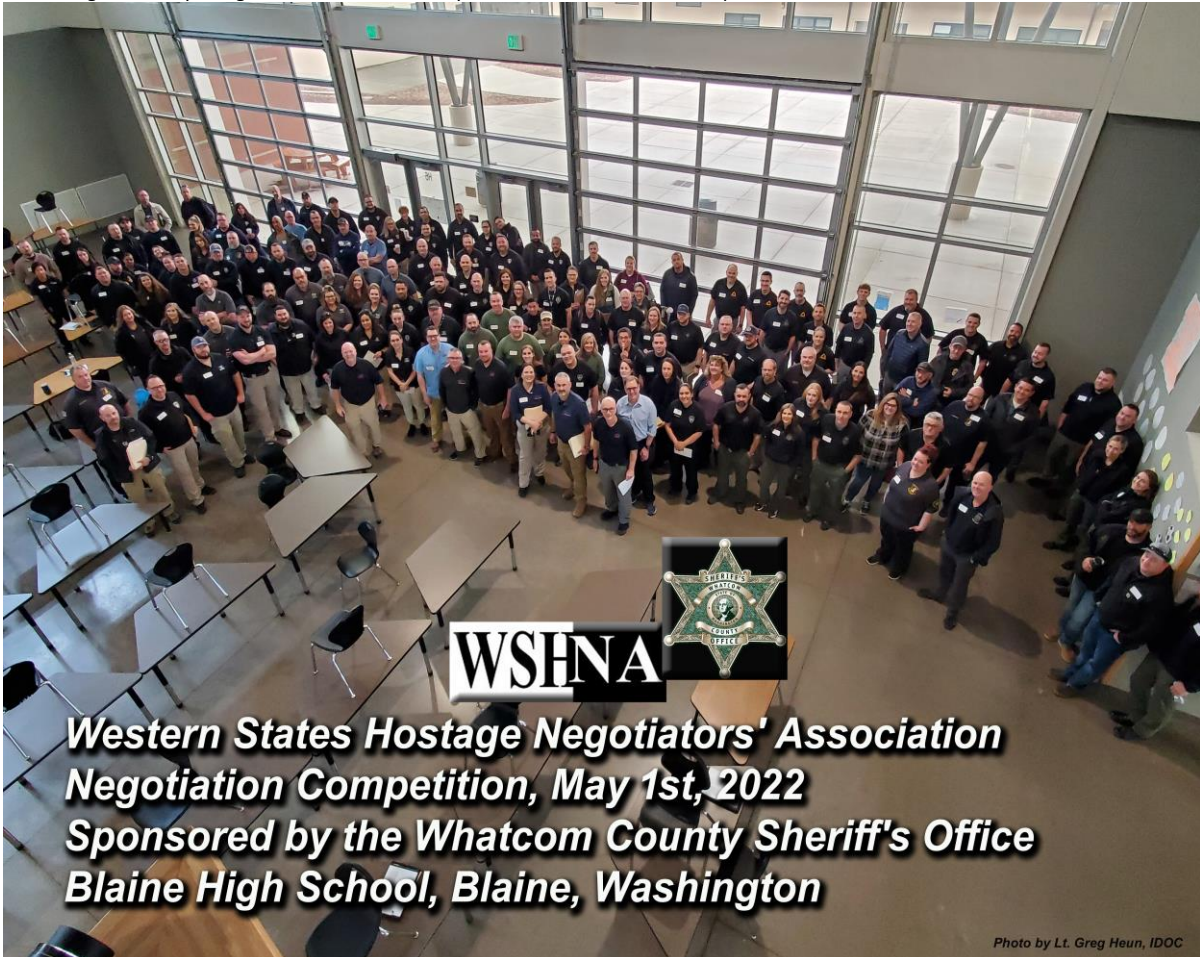


Photo by Lt. Greg Heun, IDOC

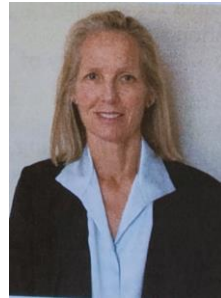
**Speakers:**



Sarah Shendy  
Copley Police Department



Eric Honea  
Las Vegas Metro PD



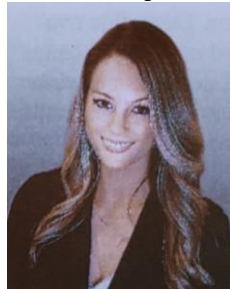
Dr. Terhune-Bickler  
Santa Monica PD – ret



Rick Salcedo  
Univ. of Central Florida PD



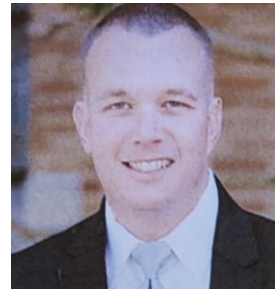
Jo Di Lillo  
South Euclid PD



Dr. Kuhlman



Michael Clyde  
Iowa State Patrol



Danny Johnson  
Hillsborough County SO

**Officer Sarah Shendy, Copley PD**, Islam in America – Shattering the Myths; Instructor and law enforcement officer Sarah Shendy facilitates this class with the most common myths and misconceptions in mind. The dialog includes clarifying often misunderstood information about the Islamic religion and the Middle Eastern culture. We will cover the five pillars, various communication strategies, gender roles and expectations, the Hijab, and other topics relating to the functions, effectiveness, and safety of law enforcement officers. Learning objectives include 1) understanding the five pillars and how it impacts behavior and decision making, 2) understanding productive communication as it relates to gender roles, and 3) understanding the Hijab and its impacts on communications and encounters.

**Eric L. Honea, Las Vegas PD**, Armed Veteran in PTSD Crisis: In December of 2014, Kyle Purdue, an Army veteran, found himself in a PTSD crisis in a major intersection of Las Vegas. Kyle knew he was going to jail because of a probation warrant stemming from a previous PTSD related incident. Kyle believed suicide by cop was his only out. This debrief consist of audio and video interview with Kyle following the incident as well as live video clips recorded by one of the team members as Crisis Negotiator Eric Honea negotiated with Kyle.

**NAMI, National Alliance on Mental Illness IOOV**: IOOV will give you a first-hand account of what it's like to live with a mental illness. Presenters humanize this misunderstood topic by demonstrating that it's possible, and common, to live well with mental illness. A chance to ask the presenters questions, which allows for a deeper understanding of mental health conditions and dispel stereotypes and misconceptions. The understanding that every person with a mental illness can hope for a bright future.

**Dr. Sandra Terhune-Bickler, Santa Monica PD, Ret**: This is an interactive Power Point presentation of multiple case studies involving law enforcement responding to situations of “unexpected” personnel (co-worker / relative of co-workers / law enforcement personnel) in crisis situations. The element of the “unexpected encounter” makes this a very interactive, thought-provoking presentation. Issues about jurisdiction, who should negotiate, tactical issues, officer safety (both mental and physical) are discussed. The presentation transitions into related topics and review of “Suicide by Cop” (yes, even by

cops), law enforcement suicide, and suicide warning signs, as well as how to maintain our mental health when law enforcement personnel are involved in these types of incidents.

**Det. Rick Salcedo, University of Central Florida PD, Crisis on Livingston Street:** On November 25th, 2009, the day before Thanksgiving, the Orlando Police Department Communication Center received a 911 call from a frantic female who reported she escaped from being held captive by her estranged husband. Her four children, ages ranging from 2-9 years of age, were still at the residence along with the suspect's blind brother. The suspect was armed with two guns and had a military-style bullet proof vest. The Orlando Police Department's Patrol Units, SWAT Team and Crisis Negotiations Team were immediately activated. On June 10, 2018, a similar situation took place. The Orlando Police Department Communication Center received a 911 call from a frantic female who reported she was battered by her boyfriend/father of two of her children. She ran from her apartment and called 911 from a nearby convenience store. She left her four children at home ages ranging from 1-12 years of age. Her boyfriend owns a gun. Patrol responded, and the SWAT Team and Crisis Negotiators responded but the situation had a different outcome.

**Officer Jo Di Lillo, South Euclid PD, The Montgomery Face Time Standoff:** The Montgomery FaceTime Standoff is a 2.5-hour presentation which stems from an incident that occurred in South Euclid, Ohio on August 1st, 2017. On that date, an ex-professional athlete/Domestic Violence suspect declared an intent to commit the homicides of his children, his wife, and Law Enforcement Officers at a daycare in the city. The entire incident was recorded via WOLFCOM Body Worn camera and includes on camera interviews with the responding officers, EDGE SWAT Team Leader Sgt. Mike O'Connor, and media coverage from ABC Cleveland Channel 5. In addition to allowing those in attendance to experience the troubling call via "real-time" it demonstrates firsthand the importance of regular training within an agency, as well as nearby jurisdictions. The focal point of the presentation, however, is to demonstrate to the audience how FaceTime can be utilized as an investigative tool in a troubling incident.

**Dr. Katherine Kuhlman, The Perils of Personalities: Rapport and Negotiating with Difficult Personalities:** What causes a Narcissist to become violent versus an Avenger? What considerations should negotiators have when talking with a subject high on methamphetamine versus a depressed and suicidal subject? This presentation will break down different, difficult-to-deal-with personalities, and discuss their root causes for crisis or violence. Participants will also learn considerations when building rapport and strategies for de-escalation and negotiation.

**Sgt. Michael Clyde, Iowa State Patrol, Roadside-Rural Negotiations:** This presentation was originally designed to train the Iowa State Patrol's Crisis Negotiation Team, this two hour block of instruction will explore the challenges and demands that face negotiators and negotiation teams when operating in a rural or roadside environment. These situations pose a different set of demands and risks and preparing for them now can be one way to help with a successful resolution. This presentation uses multiple incident debriefs to highlight the strategies and lessons learned that all negotiators can take back to their respective teams and departments.

**Det. Danny Johnson, Hillsborough County Sheriff's Office, Hostage Standoff April 2007:** Danny Johnson will be presenting a case study on an incident that occurred in April of 2007. That day in April, a subject recently released from jail, went to a locally owned business in Tampa, FL with the intent to steal but later found himself taking numerous hostages within the business after seeing law enforcement arriving in the parking lot. Danny will give an overview of the incident to include 911 calls and actual audio of the hostage taker speaking with negotiators. Lessons learned will include coordination and training with dispatchers and 911 call takers, mass scene management, team communication, handling of demands the use of other negotiation teams during prolonged events, intelligence gathering, managing hostage taker demands, policy, and the importance of a negotiator's credibility during negotiations. This presentation will look back at both the positive and negative aspects of how the negotiations team

performed that day, breaking down specific instances where action was taken, or a decision was made that impacted team strategy.

**36th Annual WSHNA Training Seminar, Semiahmoo Resort, Blaine, Washington,  
Hosted by Whatcom County Sheriff's Office**

Date Time Speaker/Activity

Sunday, May 1, 2022, 0800-1700 HNT Competition; 1700-2200 Registration (Times Approximate); 1500-1800 Hospitality Room (Times Approximate)

Monday, May 2, 2022, 0800-0830 Opening Ceremonies; 0830-1030 Joe Di Lillo; 1030-1200 National Alliance on Mental Illness (NAMI); 1200-1300 Lunch Provided; 1300-1500 Eric Honea; 1500-1700 Sandra Terhune-Bickler; 2000-2200 Upfront Theater Improvisation Comedy

Tuesday, May 3, 2022, 0800-1000 Katherine Kuhlman; 1000-1200 Sarah Shendy; 1200-1300 Lunch Provided; 1300-1500 Danny Johnson; 1500-1700 Michael Clyde; 1730-2000 San Juan Party Cruise (From Resort Dock)

Wednesday, May 4, 2022, 0800-1100 Rick Salcedo; 1100-1200 Closing Ceremonies; 1200-1600 Networking (Space Provided)

PLAN AHEAD - PLEASE DON'T DRINK & DRIV

**Seminar Pictures:**



**Western States Hostage Negotiators' Association  
Board Meeting, May 3rd, 2022**

**36 Annual WSHNA Seminar, Semiahmoo Resort, Blaine, Washington**  
around the table: incoming WSHNA President Samantha 'Sam' Robinson; District 1 Director, Dan Waters  
District 4 Director, Daviñá Lau; out-going District 5 Director, Julie Shank; Vice President, Greg Heun  
outgoing President Troy King; Executive Director, Bruce Wind; Vice President of Events, Mark Eakes  
Secretary, Devon Schrum; Representative at Large, 2023 Seminar Chairperson, Andrea 'Andi' O'Brien  
outgoing Treasurer, Stacy Rejaian; incoming Treasurer, Joe Miller

2022 WSHNA Board Meeting at the Semiahmoo Resort



Registration and raffle ticket teams



2023 WSHNA Reno Seminar Display, Andi O'Brien Event Chairperson

Registration and raffle ticket sales



hanging out on the beach



Bend Oregon Police Department

## RESOLUTION

Whereas Tom Moyer was a national figure in the art of Crisis Negotiation.  
Whereas Tom Moyer was an instructor of Crisis Negotiation on all levels of government.  
Whereas Tom Moyer was a Board Member of WSHNA for a substantial period.  
Whereas Tom Moyer was a significant source of knowledge for anybody that asked.  
Whereas Tom Moyer was a dominant presence wherever Crisis Negotiators assembled.  
Therefore, be it resolved that the Annual WSHNA President's Award is to be renamed the Tom Moyer Memorial Award. This resolution will remain in effect until the Annual President's Award of 2026 (five years).

Presented to the Board of Directors on March 17, 2022. Moved by Executive Director Bruce Wind and second by Secretary Devon Schrum.

Approved without dissent on March 24, 2022



*Troy O. King*



*Troy King, President, Western States Hostage Negotiators' Association*



Tom Moyer

### Special Seminar Event: Puget Sound Dinner Cruise







Idaho Department of Correction team

# 2023

**Seminar (37<sup>th</sup> Annual)**, April 30-May 3, Sparks, Nevada, Nugget Casino Resort  
Hosted by the Washoe County Sheriff's Office



2023 WSHNA Challenge Coin

**Event Chairperson:** Sergeant Andrea 'Andi' O'Brien, Washoe County Sheriff's Office

**Executive Director:** Bruce Wind, Seattle Police Department - Retired

**President:** Samantha Robinson, Whatcom County Sheriff's Office

**New Vice President:** Sergeant Andi O'Brien, Washoe County Sheriff's Office



Sergeant Andi O'Brien  
Washoe Co. Sheriff's Office  
Event Chairperson &  
New WSHNA Vice President

Bruce Wind  
Seattle Police Dept., Ret  
Executive Secretary

Samantha Robinson  
Whatcom County Sheriff's Office  
WSHNA President



Washoe County WSHNA Team

**After the 2023 Elections – Executive Board & Board of Directors effective June 1st:** Executive Director, Bruce Wind, Seattle PD retired; President Samantha Robinson, Whatcom County Sheriff's Office; Vice President, Andrea 'Andi' O'Brien, Washoe County Sheriff's Office, Treasurer, Joe Miller, Salem PD; Secretary, Stacy Rejaian, Marion County Sheriff's Office; VP of Events, Mark Eakes, Lakewood PD; District 1 Director, Dan Waters, Spokane PD; District 2, Lisa Cain, Oregon Corrections; District 3, Erik Morris, Las

Vegas Metro PD; District 4, Lieutenant Greg Heun, Idaho Corrections; District 5, Cory Crane, Anchorage PD; Representative at Large, 2024 Seminar Chairperson, Sergeant Davina Lau, Idaho Corrections

**Tom Moyer Memorial Award, 2 recipients:** Deb McMahon CMS (Schrum – Washington Corrections) & Tara Simmelink, Tacoma PD (Thompson – Fife PD, WA)

**Distinguished Service Award:** Jon Neece, Clackamas County Sheriff's Office



Tom Moyer Memorial Award

Devon Schrum presents to Deb McMahon



Tom Moyer Memorial Award

Thomas Thompson presents to Tara Simmelink



Distinguished Service Award

to Jon Neece – unable to attend seminar

**Negotiation Competition** 6<sup>th</sup> Annual competition, as part of the seminar: April 30<sup>th</sup>

**1<sup>st</sup> Place:** Portland Police Bureau

**2<sup>nd</sup> Place:** Marion County

**3<sup>rd</sup> Place:** Clackamas County



1<sup>st</sup> Place, Portland Police Bureau



2<sup>nd</sup> Place, Marion County Sheriff's Office



3<sup>rd</sup> Place, Clackamas County Sheriff's Office

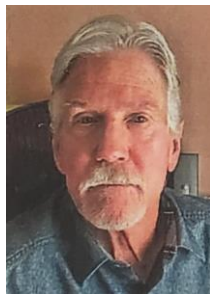
**Speakers:**



Sgt. 'Andi' O'Brien  
Washoe County  
Sheriff's Office



Frank Gamboa  
Washoe County  
Sheriff's Office



Bob Ragsdale  
Phoenix Police Dept.  
Retired



Sgt. Jessica Hill  
Layton City Police Dept.



Detective Justin Godfrey  
Layton City PD



Agent Joshua Lynch  
Layton City PD



Officer Erik Morris  
Las Vegas MPD



Lieutenant Nate Chio  
Las Vegas MPD



Steven W. Nicolas  
Ed. D., MFT, NCC



Special Agent  
Ryan Randall



Special Agent  
Karin Huston

**Sergeant Andi O’Brien – Washoe County Sheriff’s Office**

Sergeant Andi O’Brien is entering her 24th year in law enforcement. She joined the Sheriff’s Office in 1999 as a civilian employee and post 9/11, she made the decision to become a sworn employee, entering the law enforcement academy in 2003. She was promoted to the rank of sergeant in 2018 and is currently assigned to the patrol division. Andi has had several ancillary assignments during her tenure, including being a negotiator with the Sheriff’s Hostage Negotiations Team. After her promotion, and based upon her experience, she transitioned to Team Leader, providing guidance and support during crisis incidents, as well as facilitating training and negotiator and team development. Sergeant Andi O’Brien’s experience and caring attitude resulted in another ancillary assignment as one of the leads with her agency’s mental wellness program. It is now recognized nationally that first responders are suffering and dealing with their own mental health issues. With her background and experience in negotiations, Andi has answered the call to help her co-workers who find themselves struggling with surviving our profession. Unimaginable at one time, she has now found herself, several times, on the other end of a phone using her crisis intervention skills with her own brothers and sisters. Saving lives with words alone, and the power those words have on those we care about, has a lasting impact on every one of us who work as negotiators. These incidents confirmed and solidified the belief that negotiations are more than just words, it is an “Art.” Andi’s work has been recognized, having been her agency’s Peer Support Coordinator for the past five years. The WCSO Peer Support Motto “In this Family No One Fights Alone” signifies her career and the commitment she has to her special teams. Sergeant O’Brien has had the honor of serving on the WSHNA Board since 2012 as a District Representative or as a member of the Executive Board. She has had a leading role in the coordination of four WSHNA Training Seminars and attended multiple NCNA (National Council of Negotiators Association) Meetings on behalf of WSHNA.

**Lieutenant Frank Gamboa – Washoe County Sheriff’s Office**

Lieutenant Francisco Gamboa is entering his 22nd year of Law Enforcement. Lieutenant Gamboa graduated from the Northern Nevada Law Enforcement Academy in November of 2000 and was sworn in at the Washoe County Sheriff’s Office in January of 2001. He has had assignments in Detention,

Incline Patrol and Valley Patrol. Lieutenant Gamboa was assigned to the Northern Nevada Interdiction Task Force for 10 years and a single purpose Narcotic K9 handler. He was selected to the Washoe County Sheriff's Office SWAT team in 2010 with assignments to the Entry team and as Lead Less Lethal/Gas instructor. During his time as a SWAT Operator he was on the Entry Team during two successful armed Hostage rescues. Lieutenant Gamboa was promoted to the rank of Sergeant in 2019 with assignments in Detention and Patrol and was also promoted to Team Leader on the SWAT Team. He was promoted to the rank of Lieutenant in 2022 with assignments in Detention and Patrol. Lieutenant Gamboa was recently selected to the Special Ops Division where he will be the SWAT Commander. **Rocky Boice Negotiation at Pyramid Lake Indian Reservation** On February 26, 2018, Tribal Police officers responded to an assault with a deadly weapon involving a suspect known as "Rocky." The suspect had recently been released from prison after serving time for murder. According to tribal sources, prior to the standoff with law enforcement, the suspect had held his estranged girlfriend "Christina" hostage for four days, stabbing her repeatedly during that time. "Christina" was eventually able to escape to seek and obtain medical attention. The suspect evaded law enforcement for a week prior to the standoff. Several obstacles, including freezing temperatures, rain, snow, and wind, made this 11-hour standoff challenging. The incident, in a Native American community, involved a multi-agency response that involved the coordination of the Federal Bureau of Investigations, other regional agencies, and a relief Special Weapons and Tactics Team from Las Vegas, NV, from over three hundred miles away.

#### **Robert Ragsdale - Phoenix Police Department – Retired**

Bob Ragsdale retired from the Phoenix Police Department with 29 years of service. Fifteen of those years were spent with the department's full-time tactical team, the Special Assignments Unit (SAU). His negotiations career began in 1988 when the SAU lieutenant told him he was now a negotiator. In 1992 Bob started creating and conducting training in hostage/crisis negotiation and crisis communication, and has been doing that, off and on, ever since. Bob has taught nationally for both the National Tactical Officers Association (NTOA) and Crisis Systems Management (CSM). He was the managing editor of the NTOA's "Crisis Negotiator" journal and a member of their editorial board and has authored numerous negotiation-related articles. Bob has also been a speaker at national, regional, and state negotiation conferences. He no longer travels and teaches multi-day negotiation classes but still does an occasional zoom or in-person class or conference presentation when requested and volunteers his time helping local negotiators and teams with their training. **WSHNA "Operating as One Team" Synopsis** Although the tools and tactics may be different for the tactical and negotiation teams, they share the mutual goals of the preservation of life and the peaceful resolution of a crisis incident. While not always possible due to uncontrollable circumstances, these goals cannot be accomplished if both teams do not work together as one team under the leadership of a knowledgeable command element that ensures there is a unified strategy, a constant exchange of information between all elements, and timely decision making with input from both teams. This interplay begins with the sharing of information from the initial intelligence gathering by the negotiators and the scouting of the crisis site by the tactical operators. A "Parallel Approach" is utilized, as the incident progresses, where there is a synchronization of talk and tactics (force) to encourage and promote communication, and incident resolution. Even when a negotiated resolution does not appear likely, the negotiation team, working in conjunction with the tactical team and command, can engage in "tactical negotiation" strategies that assist the tactical team with the risk effective tactical option chosen to resolve the incident. Promoting this idea of operating as one team begins well before a crisis incident begins. The tactical, negotiation and command elements should know and understand each other's philosophies, strategies, responsibilities, and capabilities. This can be done through education, cross training, and regular joint training exercises, all of which promote credibility, mutual trust, and respect. This presentation was originally created for an agency's joint

training day and the information is relevant for incident and tactical commanders, tactical operators, and negotiators.

**Sergeant Jessica Hill Detective Justin Godfrey Agent Joshua Lynch Layton City Police Department, Utah**

Jessica Hill is a Sergeant with the Layton City Police Department and has been serving her community for the past 9 years. She attended Weber State University, where she received a bachelor's degree in Criminal Justice with an emphasis in Law Enforcement. During her career, Jessica has served in the patrol division and has held various positions, including Field Training Officer, Firearms Instructor, Women's Assault Defense Instructor, Physical Fitness Coordinator and Domestic Violence Protocol Instructor. She is currently assigned as the Administrative Sergeant and Field Training Program Coordinator. Jessica has been a Crisis/Hostage Negotiator on the North Davis Metro SWAT team since 2015. She has completed the Basic FBI Crisis Negotiation School, Phase II & III Crisis Negotiation courses and other advanced negotiations courses. Jessica has served as the North Davis Metro SWAT Crisis Negotiations team leader since 2020 and oversees a team of seven members. She has a passion for crisis negotiation and strives to develop more frequent and standardized training for the team. Detective Justin Godfrey has been with the Layton City Police Department since 2017. He has worked as a Patrol Officer, Detective/School Resource Officer, Background Investigator and CIT Officer. Some of Justin's extra assignments have included being a member of the Community Engagement Team and a Training Instructor. Justin has contributed to the North Davis Metro SWAT team as a Crisis/Hostage Negotiator since 2020. As a member of the negotiations team, he has responded to numerous critical incidents including suicidal individuals, barricaded suspects, and an armed hostage situation. Detective Godfrey finds great reward in working with his team to use effective communication on a personal level to deescalate and create solutions to critical incidents. Detective Godfrey lives in the community where he works with his wife and three children. He has a bachelor's degree in Psychology from Weber State University. Agent Joshua Lynch has been an officer with the Layton City Police Department for 10 years. He has worked as a Patrol Officer, DUI Officer, Field Training Officer, Drug Recognition Expert, and a member of the Crime Reduction Unit. For the past year and a half, Joshua has been assigned to the Davis Metro Narcotics Task Force. During Joshua's first few years in law enforcement, he discovered a passion for influencing people through effective communication. He was selected as a member of the North Davis Metro SWAT Negotiations Team and has been on the team for the past 7 years. He believes that while negotiators see a wide array of outcomes, all individuals deserve a fair chance at a peaceful resolution. When Joshua is not at work, he has a passion for all things outdoors, especially when it involves family, friends, a smoked brisket, and a cold drink. ***"Wasatch Front Rescue: A Family Saved"*** In September 2021, a suspect was involved in a several days crime spree that spanned through multiple Davis County cities. The suspect had been committing violent crimes for two days and kept evading police. The suspect was eventually located and led police on a high-speed vehicle chase. At the conclusion of the pursuit, he fled again and unlawfully entered a residence in the middle of the night where he held a family hostage at gun point. For over 9 hours, the suspect assaulted, manipulated and terrorized the family. Several agencies, including the North Davis Metro Crisis Negotiations Team, were called to the scene to assist. Negotiators were eventually able to establish communication with the hostages and suspect, which began a tense multi-hour negotiation. This presentation will discuss the outcome of the incident and the unique circumstances that concluded it. It will cover negotiating through text message and working through a perceived Stockholm syndrome. Lastly, it will discuss the incidents shortcomings, successes, and the importance of working together jointly with the tactical team.

**Officer Erik Morris & Lieutenant Nate Chio – Las Vegas Metropolitan Police Department**

Erik Morris is a Police Officer with the Las Vegas Metropolitan Police Department (LVMPD) and has been with the agency for 14-years. Officer Morris has worked varying assignments as a patrol and plainclothes Officer; Patrol, Gang Unit and Organized Crime Detective and currently works full time as an instructor

with the LVMPD Firearms Training and Tactics Unit. Officer Morris became a Negotiator with LVMPD in 2015 and is the Assistant Team Leader for one of two LVMPD Crisis Negotiator Teams. Nate Chio is a Lieutenant with the Las Vegas Metropolitan Police Department (LVMPD) and has been with the agency for 27 years. He is currently assigned as the commander of the Criminal Intelligence/ Organized Crime Section. He started his career in the patrol services division of the LVMPD. He was a detective for ten years with assignments in the VIPER auto theft task force, Narcotics, and Criminal Intelligence Unit. In 2012, he promoted to the rank of Sergeant returning to Patrol Services and back to investigations with assignments in the Problem-Solving Unit, Internal Affairs, Patrol Investigations and Criminal Intelligence Unit. In 2017, he promoted to the rank of Lieutenant, going back to the Patrol Services as a shift lieutenant and then as the Watch Commander. He continued in assignments in the Office of Community Engagement, Special Investigations Section, Narcotics, and now as the Criminal Intelligence/Organized Crime section commander. Lieutenant Chio earned his bachelor's degree in Criminal Justice and his master's degree from the University of San Diego in Law Enforcement and Public Safety Leadership. Lt. Chio has been with the LVMPD Crisis Negotiator Team (CNT) since 2013. In 2020, he became the CNT team leader and serves as the backup SWAT commander. ***'Many Lessons Learned'*** In May of 2021, Las Vegas Metropolitan Police Department's Crisis Negotiation Team responded to a callout of a barricaded subject. What was initially a lone barricade involving a male, wanted for battery on a police officer and other stolen property offenses, quickly turned into a hostage situation involving a 4-year-old boy and his babysitter. This incident would conclude twenty-nine hours later after several shift changes, multiple agencies becoming involved, and many lessons learned.

**Steven W. Nicholas Ed. D., MFT, NCC**

Dr. Nicholas has his doctorate in Counseling and Educational Psychology. He has been practicing as a licensed Marriage and Family Therapist (MFT) since 2007 and has immersed himself in the phenomena of trauma and the potential growth from adverse events. His trainings are aimed at normalizing the cultures of stress and trauma exposure. His copyrighted model, Living Ideation, is a positive contrast to the common suicide prevention models; Living Ideation aims to discover existing strengths within a person and then amplify those abilities for resilience. Ultimately, balance and strength out compete depression, burnout, and suicidal thoughts. In addition to having a comprehensive private practice in Reno, NV, he is the in-house mental health clinician for the Truckee Meadows Fire Protection District, and the clinical consultant for the Nevada Peer Support Network. Recently, he has worked with BLM and Forest Service wildland firefighters during their pre, and post season trainings and he also facilitates Critical Incident Stress Management (CISM) services nationwide. Throughout his studies and teachings, Dr. Nicholas has worked with individuals, couples, families, and organizations impacted by the co-occurrences of substance use disorders and mental health diagnoses. In addition to doctoral publications analyzing how groups create greater relational connections after suicide loss, Dr. Nicholas was a contributing investigator for the DSM-5. Dr. Nicholas has resided in northern Nevada for over forty-five years and has a comprehensive private practice in Reno. Listening for Life Living Ideation is a contrasting philosophy and model to the traditional approaches of working with people experiencing stress. Response and medical approaches typically observe signs and symptoms of duress and then try to alleviate those situations. Living Ideation assumes that all people possess the abilities to have health and stability in their lives. This is accomplished through relationships, non-pain, and a sense of achievement. Living Ideation ***"Listening for Life"*** will review the following principles for negotiation and interaction: • Directionality of words, actions, energy. • Charlie Brown theory (affiliation, non-pain, achievement). • On your side: people, pets, environments, activities. • Thoughts and behaviors of life.

**Special Agent Ryan Randall**

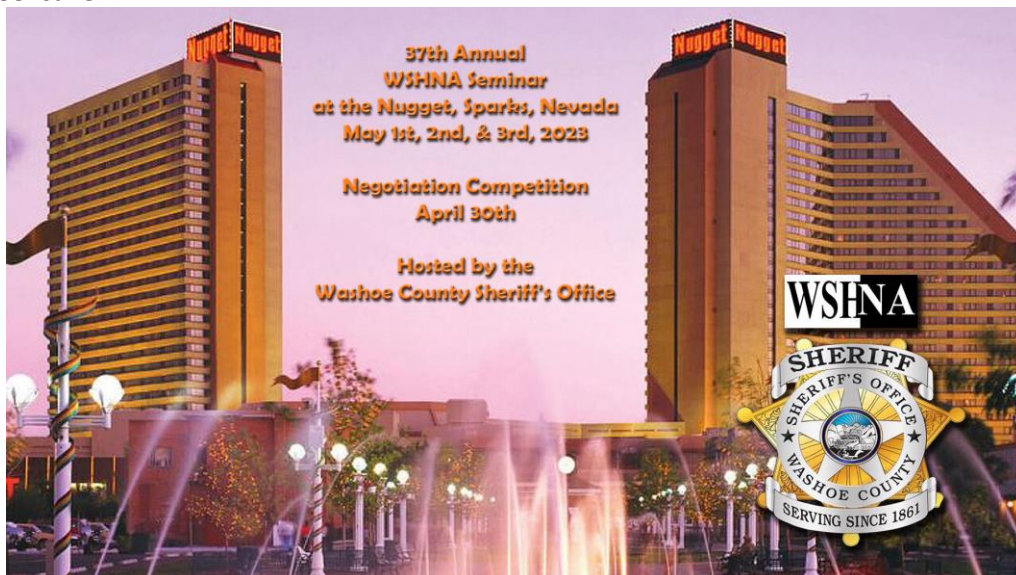
Special Agent Randall entered on duty with the FBI in 2005 and was assigned to the Las Vegas Field Office where he became a certified negotiator after completing the National Crisis Negotiation Course (NCNC) in 2008. In 2009, SA Randall transferred to the Dallas Field Office where he has remained an

active participant in the Crisis Negotiation program. SA Randall is currently the Crisis Management Coordinator for the Dallas Division. **Colleyville Hostage Standoff** On January 15, 2022, a United Kingdom national of Pakistani descent took four men hostage in the Congregation Beth Israel synagogue in Colleyville, Texas during a livestreamed Sabbath service. Local, state, and federal law enforcement responded including FBI Dallas personnel and the North Tarrant Regional SWAT/CNT. The subject, a fervent Islamic extremist, demanded the release of a high-profile Pakistani national who was convicted of attempted murder of federal agents/military personnel in Afghanistan. Over a 10-hour period, negotiators maintained regular dialogue with the subject and the hostages while the FBI's Hostage Rescue Team was deployed from Quantico, Virginia. This presentation will review the negotiations as well as the integration of these efforts with the command post and tactical units.

### **Special Agent Karin Huston – Federal Bureau of Investigation**

Karin L. Houston retired after twenty-three years as a Special Agent with the Federal Bureau of Investigation (FBI). In 2001, Karin was selected for the San Diego FBI Crisis Negotiation Team. She also served on the Joint FBI-San Diego Police Department-Naval Criminal Investigative Service Crisis Negotiation Team, as well as the Joint FBI-San Diego Sheriff's Office Crisis Negotiation Team. Throughout her assignments, Karin continued to serve as a member of the FBI Crisis Negotiation Team, and in 2013, assumed the role of Crisis Negotiation Coordinator for the FBI Kansas City Division. She completed hundreds of hours of negotiations training, including the 80-hour FBI National Crisis Negotiation Course and the 80-hour London Metropolitan Police Services National Hostage and Crisis Negotiation Course. Karin deployed on hundreds of SWAT Operations, barricaded subjects, hostage situations, suicidal individuals, kidnappings, and special events. She is a President of the Missouri Association of Crisis Negotiators and a member of the Kansas Association of Hostage Negotiators. Karin holds a Bachelor of Science degree in Human Resource Development from Grand Canyon University and a Master of Science degree in Higher and Adult Education from Arizona State University. She was an FBI Adjunct Faculty Member with certifications in Negotiations, Presentation Skills, and Weapons of Mass Destruction. **25 Things You Forgot About Crisis Negotiation** Has it been a minute since your basic or intermediate course? Since you have had a call out? Or since you have had a great training day? This presentation will address ideas for rebooting, refreshing and reminding you of how to best serve your team by assessing where and how you best fit in, how you can recommit to your team's mission as well as reminders of the 25 crisis negotiation techniques we often overlook or forget. This presentation is intended for all skill levels and positions and includes a handout to take back to your team.

### **2023 Screensaver**





# 2024

**Seminar (38<sup>th</sup> Annual)**, April 28-May 1, Boise, Idaho, Convention Center  
Hosted by the Idaho Department of Correction



**Event Chairperson:** Sergeant Davina Lau, Idaho Department of Correction

**Executive Director:** Bruce Wind, Seattle Police Department - Retired

**New President:**

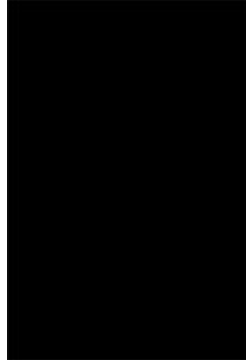
**Vice President:** Sergeant Andi O'Brien, Washoe County Sheriff's Office



Sergeant Davina Lau  
Idaho Department of Correction  
Event Chairperson



Bruce Wind  
Seattle Police Dept, Ret  
Executive Director



New President  
Department  
WSHNA President



Sergeant Andi O'Brien  
Washoe County Sheriff's Office  
WSHNA Vice President

**Negotiation Competition:** 7<sup>th</sup> Annual competition, as part of the seminar: April 28<sup>th</sup>

**2024 Screensaver**



## ***Bylaws, 1998***

# **BYLAWS OF WESTERN STATES HOSTAGE NEGOTIATORS' ASSOCIATION**

## **ARTICLE I: PURPOSE**

The purpose of this association is to improve the working environment of law enforcement agencies of the western United States which have designated employees as crisis or hostage negotiators.

The goal of the association is to develop in members a higher degree of proficiency in the performance of their professional duties. The association shall provide training for members, and the association shall act as a resource and conduit for information sharing.

This association shall be a non-profit organization registered in compliance with the laws of Washington State and the Internal Revenue Service. This association will not endorse a candidate for public office, and no member shall use the name of the association in any such private endorsement. In accordance with 501 (c) requirements, IRS Code 501 (c) (3) shall be kept on file by the business manager.

## **ARTICLE II: MEMBERSHIP**

### **SECTION I. MEMBERSHIP**

A. Membership in this association shall include those persons who have paid the dues required in Article V. These shall be sworn law enforcement, correctional, military, or communications officers who are currently assigned as crisis or hostage team negotiators for their respective agencies. Members may also be personnel who act as support in those situations where negotiators are utilized. Members may also be a contributor or supporter of the concept of negotiation.

B. Applications for membership shall be reviewed and approved or denied by the membership committee.

### **SECTION II. VOTING BY MEMBERS**

A. All members in good standing have the right to vote on issues pertaining to the association. Members must be present at meetings to cast their vote.

**SECTION III. MEMBERSHIP COMMITTEE**<sup>3</sup> A. The membership committee shall consist of a representative from each geographical district. They shall act as an appointed standing committee. This committee shall be appointed by the President and confirmed by a majority of the officers.

B. It shall be the membership committee's responsibility to evaluate acceptance into the association. It shall also be their responsibility to initiate membership revocation and reinstatement.

### **SECTION IV. MEMBERSHIP PROCESS/STATUS**

A. **Applications:** Applications will be submitted for all new members on an approved form, to the business manager. The list of new requests will be forwarded quarterly to the president for review and then action by the membership committee. A majority of the membership committee shall be required to accept new members. The newsletter editor will also receive the list for mailing purposes. The president will notify the business manager if the candidate does not meet the association's criteria for membership as outlined in Article II, Section 1.

B. **Status:** Members shall be apprised of their membership status at the spring business meeting. New members shall be initially notified by the membership committee chairperson of the action taken upon their application.

C. **Good Standing:** Members will be in good standing as long as dues are paid for the calendar year currently in progress. The Executive Board may take action to remove a member with due cause or violation of existing bylaws.

D. **Failure To Pay Dues:** Failure to pay annual dues, after notification of such failure and 30 days to pay, shall result in automatic loss of membership.

E. **Resignation:** Any member may resign from the association by filing a resignation with the membership committee.

## ARTICLE III: ORGANIZATION

### SECTION I. ORGANIZATION

A. **General Powers:** The affairs of the association shall be managed by the elected officials/business manager.

B. **Titles:** The elected officers shall consist of one president, two vice-presidents, one secretary/treasurer, and one representative from each district. These officers and representatives shall constitute the executive board.

C. **Officers:** The officers shall be members in good standing and elected by a majority vote of the members of the association at the spring meeting.

D. **Tenure:** Officers shall be elected to serve a two-year term. The offices of the vice presidencies shall be area specific with one elected by general vote from area one and one elected by general vote from area two. Officers may not serve a term of office exceeding two consecutive terms.

E. **Election:** Officers shall be nominated from the floor by active members and shall be elected by majority ballot vote at the spring meeting. They shall assume the duties and responsibilities of the office 60 days after such election.

F. **Vacancies:** In the event of a vacancy in any association office caused by prolonged absence, disability, resignation, termination, or removal, the executive board shall appoint a qualified member to serve the balance of the term.

#### **G. Duties:**

(1) **President:** The president shall preside over all meetings, including but not limited to executive board meetings, general membership meetings and other special meetings and/or training.

(2) **Vice-Presidents:** In the absence of the president or the inability of the president to perform those duties, the senior vice president shall perform said duties of the president and such other duties as may be assigned by the president or the executive board. The senior vice president is the one with the longest tenure in office. As of this revision the vice-president from the same area as the secretary/treasurer will assume the duties of secretary/treasurer to record the minutes of the meetings of the members and the meetings of the executive board.

(3) **Secretary/Treasurer:** The secretary/treasurer shall have charge and custody and be responsible for all funds and accounts of the association. The secretary/treasurer shall receive and give receipts and keep records for all monies due and payable for and by the association, and in general perform all duties incident to the office of secretary/treasurer and such other duties as may be assigned by the president or executive board. The secretary/treasurer will work in concert with the business manager to assure all financial records are maintained. The secretary/treasurer will record the minutes of the meetings of the members and the meetings of the executive board.

(4) **Representatives:** Representatives shall attend all meetings of the association, the executive board, and perform any other duties as designated by the president or executive board.

(5) **Executive Board:** The executive board shall consist of all presently elected officers, the elected representatives from each geographical district and the business manager. The executive board shall

be empowered to conduct such association business as may be necessary to further the purposes of the association. All business conducted by the executive board shall be reported at the next membership meeting. Six members of executive board shall constitute a quorum for the transaction of official business.

(6) **Business Manager:** The executive board will have an appointed business manager to manage finances, collect dues, and oversee the billing of members. This person will also maintain records of all training provided by the association, and maintain an accurate membership list. The business manager will perform the functions as directed by the president. The business manager, unless a member, shall not have voting rights.

(7) **Newsletter Editor:** The newsletter editor will be an appointed position by the executive board. The editor will collect training information from inside/outside sources and publish this information quarterly. Each member will be sent a publication. The business manager will keep the editor informed of any additions and corrections of the membership. Funds to complete this task will be provided by executive order of the president via the business manager. The editor shall submit a written budget proposal prior to the next calendar year. 5

#### **H. Committees:**

**Standing:** Standing committees shall be established by the executive board or by the membership at the membership meetings, as they are deemed necessary. Established standing committees shall presently include a membership committee and a training committee.

(1) **The Membership Committee:** The membership committee shall consist of the elected regional representatives. In addition, the elected secretary/treasurer shall act as president regardless of area or district. They shall perform the duties and responsibilities outlined in Article II, Section III.

(2) **The Training Committee:** The training committee shall consist of appointed active members. The training committee shall seek out negotiator resources and disseminate information on available training to association members. It shall be their responsibility to coordinate a training segment during the membership meetings.

(3) **Special Committees:** Special committees may be established by the president or executive board on an as needed basis to deal with subjects/objectives which ordinarily cannot be appropriately handled by the membership as a whole.

## **ARTICLE IV: GENERAL GUIDELINES**

### **SECTION I. MEETINGS**

A. **Scheduled Meetings.** A regular meeting shall be held annually. The meeting shall be during April or May.

B. **Location Of Meetings.** These meetings shall alternate between areas West and East and shall be the responsibility of a specifically named district. Exception to this schedule may be made under extenuating circumstances, acted on by the executive board or by majority vote at the prior meeting.

C. **Meeting Agenda.** Meetings shall consist of a business portion and shall be augmented by training specific to the goals of this association.

D. **Special Meetings.** Special meetings may be called by the executive board.

E. **Forty-five Days** notice shall be given to the membership in advance of the special meeting and regular meeting announcing the dates, place, and time.

(1.) **A simple majority** of voting members present shall carry any vote at a regular meeting.

(2.) **A quorum of the executive board** shall consist of 50% of the Board. 6

## **ARTICLE V: FINANCIAL**

**SECTION I.** The secretary/treasurer and/or business manager shall keep all accounts and records of financial matters. These books shall be open to inspection and be audited every two years by two members appointed by the executive board. This process may be waived by a quorum as outlined in Article IV, Section I, and E.2.

**SECTION II.** Annual dues shall be collected during the month of January. Dues shall be \$25.00 per year per individual member. Dues may be changed by a majority vote of the membership.

**SECTION III.** Check, drafts, etc. All checks, drafts, or orders for the payment of money, notes or other evidences of indebtedness issued in the name of the corporation need only be signed by the secretary/treasurer or other executive board member in his/her absence.

**SECTION IV.** The fiscal year of the corporation shall begin on the first day of January and end on the last day of December in each year.

**SECTION V.** No member, officer, employee, or other persons connected with the corporation or any other private individual shall receive, at any time, any of the net earnings or profit from the operations of the corporation. Provided that this provision shall not prevent payment to any such person as reasonable compensation for service rendered to or for the corporation in effecting any of its purposes as shall be fixed by the executive board. Furthermore, no such person or persons shall be entitled to share in the distribution of, and shall not receive any of, the corporate assets on dissolution of the corporation.

## **ARTICLE VI: AMENDMENTS**

**SECTION I.** These bylaws may be altered, amended or replaced, and new bylaws may be added at any regular meeting.

## **ARTICLE VII: DISSOLUTION**

**SECTION I.** Dissolution of the association shall occur only upon the unanimous approval of the executive board and a majority of at least three-fourths of the members attending the annual meeting of the association.

**SECTION II.** Upon dissolution, the assets of the association shall be distributed in a manner determined by the unanimous vote of the executive board and in accord with IRS Code 501 (c) (3). Under no circumstances shall the assets of the association go to the benefit of any individual member of the association.

## **ARTICLE VIII: LIABILITY**

**Statement of liability limitation of officers and representatives:** The Corporation shall indemnify its officers, directors, employees, and agents to the greatest extent permitted by the law. The corporation shall have power to purchase and maintain insurance on behalf of any person who is or was a director, officer, employee, or agent of the corporation or who is or was serving at the request of the corporation as an officer, employee, or agent of another corporation, partnership, joint venture, trust, other enterprise, or employee benefit plan, against any liability asserted against such person and incurred by such person in any such capacity or arising out of any status of such, whether or not the corporation would have the power to indemnify such person against such liability under the provisions of this article. 7

## **ARTICLE IX: GEOGRAPHICAL CONFIGURATION**

### **SECTION I. AREAS**

There shall be two areas for the purpose of electing the two vice presidents. Area west shall be Districts one, two, and three and area east shall be districts four, five, six, eight, and nine.

### **SECTION II. DISTRICTS**

Geographical districts for the purpose of selecting representatives to the executive board shall be:

DIST. 1 DIST. 2 DIST. 3 DIST. 4 DIST. 5

KITSAP WHATCOM PIERCE OKANOGAN FERRY

CLALLAM SKAGIT THURSTON CHELAN STEVENS

JEFFERSON SNOHOMISH LEWIS DOUGLAS PEND OREILLE

MASON KING COWLITZ KITTITAS LINCOLN

GRAYS HARBOR ISLAND CLARK GRANT ADAMS  
PACIFIC SAN JUAN SKAMANIA YAKIMA WHITMAN  
WAHKIAKUM BENTON FRANKLIN  
KLUCKITAT WALLA WALLA  
COLUMBIA  
GARFIELD  
ASOTIN  
SPOKANE  
DIST. 6 DIST. 7 DIST. 8 DIST. 9  
OREGON CALIFORNIA IDAHO ALASKA  
NEVADA MONTANA CANADA

Any member(s) from areas (State, County, Province, etc.) not currently represented, who have fewer than 20 members, shall be included in District 8.

11-4-98

Louise Adkins, Business Manager

Information Received:

**From:** Steve [steve57esg@q.com](mailto:steve57esg@q.com)  
**Sent:** Thursday, July 7, 2022 9:37 AM  
**To:** Bruce Wind (WSHNA) [brucewind@comcast.net](mailto:brucewind@comcast.net)  
**Subject:** Re: WSHNA History! Today's Revision

From Steve Adkins,

Thanks for remembering Jim and I in your quest for additional information. Time has erased some of my memories but here is what I can recall.

The initial first meeting of what was to become WSHNA was held in Spokane at the Spokane Police Officers Guild building.

Our goal was to organize and move forward. I was elected as the first president by unanimous vote.

We decided to keep everyone interested and build membership to meet every six months. We alternated between western and eastern Washington locations. I believe the second meeting in that year was in Tacoma.

We set up elections of officers so that not every position would be turned over annually. Some of the original officers held one-year positions and others two-year terms. I believe my position was one year.

Jim Hoagland was elected as the second president. The third president was from Richland Police, but I cannot remember his name.

I do remember how intense and exhausting it was during my year. I had to organize conventions find speakers and to coordinate the efforts of the group.

Fortunately, Jim and I had established contacts and resources while we were at the FBI academy. The FBI recognized our group early on and facilitated arranging for nationally recognized negotiation experts.

We had little money but by our third meeting we were able to get Harvey Schlossberg to attend the Yakima convention. This was held at the Holiday Inn in downtown Yakima.

I apologize for not keeping my notes from those days. We were running fast and shooting from the hip and a lot was done with no notations.

I do remember that the Richland (tri-cities) convention was at the Red Lion hotel in Richland WA.

This information was provided from what I could remember. I will continue to think about the past and forward any additional information as it comes back to me.

Please reach out to me with any additional questions.

Sent from my iPhone  
Steve Adkins

P. S. ell in reviewing the email I was clearly wrong on Yakima's first meeting.

#### Biography

Officer Bruce Wind, Seattle Police Department, Retired

Hired November 19<sup>th</sup>, 1975, Retired July 12<sup>th</sup>, 2012

WSHNA active XXXX to WSHNA 2024, Boise, Idaho

Officer Bruce Wind is a thirty-seven-year veteran of the Seattle Police Department. Officer Wind spent his entire career 'working the streets'. Assignments in Patrol, Canine, and the Street Narcotics Team, kept him at the heart of Seattle's criminal activity. He was also a member of Seattle's Crisis Intervention Team that specializes in managing the mentally ill in crisis. He was a member of the Hostage/Crisis Negotiations Team for twenty-two years, during which time he negotiated a variety of incidents and served as the department's senior crisis negotiator. He has received numerous commendations because of his ability to resolve high-profile incidents through negotiations. Officer Wind is a graduate of the FBI's Crisis Negotiations program and served as an advisor to the FBI during the creation of the National Council of Negotiation Associations. In addition, he is a certified police instructor by the Washington State Criminal Justice Training Commission and a nationally published author in the art of police negotiations. Past responsibilities as a Patrol Officer include Field Training Officer, Evidence Specialist, and Crime Scene Photographer. He is also a member of the Peer Counselor Group for the Seattle Police Department. As a charter member (1986) of the Western States Hostage Negotiators' Association, Officer Wind is also the founder and editor of their official newsletter, the Open Line, and he currently serves as their Executive Director. Officer Wind is passionate about helping other First Responders who are in crisis. As a former volunteer for Safe Call Now and currently associated with Code4 Northwest, he teaches at the state & local level about what stress does to First Responders and how we can deal with that stress. 'Stress is Killing Us' is his new presentation which has been helping First Responders in the State of Washington. Officer Wind is excited to share his experiences and expertise about the art of crisis negotiation and intervention. Tactical Talk presents tailored programs for all First Responders including police officers, firefighters, paramedics, and corrections personnel. The results of Tactical Talk can show immediate results in both operational safety and decreased liability. Presentations can

also be tailored for your civilian group. Officer Wind and his wife, Joanne, live in a suburb south of Seattle. They have two adult daughters and five grandchildren.