



**SRR Training and the Belchertown, MA Police Department
present**

Introduction to Hostage Crisis Protocol for Dispatchers

The objective to this introductory course is prepare a dispatcher in relation to the proper protocol for handling a call that mentions a hostage situation has occurred and/or a crisis is evident. Based upon years of experience, the instructor, will share his experiences of working with, and training dispatchers, to be a key part of a Hostage/Crisis Negotiation Team. Examples of situations, based upon actual events, will be utilized to show what went right and what went wrong.

Designed to prepare dispatchers who may receive a call pertaining to a hostage/crisis situation by telephone or other electronic means. These basic tactics include the same techniques and training used by the International Association of Hostage Negotiators. This course is designed to provide basic knowledge and techniques used in crisis negotiations and crisis intervention to better assist officers at the scene.

Course content includes: Hostage and non-hostage situations, assessing threats, duties and responsibilities, the mechanics of negotiating, techniques and interaction, active listening, surrender rituals, liability issues and more.

Subjects to be Covered in this Course

- | | |
|------------------------------------------------------|-----------------------------------------------------|
| Types of Situations: Hostage, Non-Hostage and Crisis | Responsibilities & Tactics |
| “911 What’s your emergency? Now what?” | What “contain” means pertaining to HCN |
| What “isolate” means pertaining to HCN | Engage in conversation (Not negotiation) |
| Quick assessment | What type of situation? |
| Have/how many hostages been taken? | What type of weapons? |
| Request additional resources | Back up officers |
| Possible evacuation | Fire/Ambulance/DPW/Utilities |
| Trained negotiator! | To Negotiate: Working through the crisis |
| The most dangerous times of the situation | The first few minutes of the incident |
| The last few minutes during the surrender | The subject is usually very unstable and irrational |
| Negotiations may not be and option | Recommended techniques/negotiation protocol |
| Talk to me | Tips for First Responder interaction |
| Different ways to negotiate | Problem words |
| Suicide intervention | Always remember: BE SAFE! |

Cost: \$199.00 per person MA State 911 Approved

Where: Belchertown Police Department, 70 State Street, Belchertown, MA 01007

When: April 25, 2019

Check-in: 7:30AM – 8:00AM **Class Hours:** 8:00AM – 4:00PM

To Register: Please complete the registration form that is attached to this course flyer and email to reggie@srtraining.com.

Purchase Orders and/or Checks Should be Sent to: SRR Traffic Safety Consulting, LLC, 7 Marion Ave., Andover, MA 01810

Inquiries can be Directed to: Chief Reggie Redfern (Ret.) Phone:413-626-9554 Email: reggie@srtraining.com

David Squires, Belchertown Dispatch, Phone: 413-233-6685 Email: dsquires@belchertown.org

Instructor: Instructor: Alan “Boe” Bostjancic retired as a police sergeant after 30 years of service. During his tenure with the department, Boe worked in the Field Operations Bureau, Vice and Narcotics and Detective Division. Boe was, also, the Executive Officer (XO) of the department’s 28-member Hostage Crisis Negotiation Team. Boe received his training by completing all four phases of training through the International Association of Hostage Negotiators. As XO, Boe was responsible for training numerous local, state, and Federal agencies such as the Central Intelligence Agency (CIA) and the Naval Criminal Investigative Services (NCIS). Boe still works closely with the International Association of Hostage Negotiators, as he currently serves the association as its Virginia Director. As a police officer and sergeant, Boe received numerous awards and letters of commendation from his department and other agencies. A significant achievement took place on June 16, 2011, when a special flag was flown over the George Bush Center for Intelligence (CIA Headquarters) to commemorate his efforts in training members of their agency. Prior to joining the law enforcement field, Boe served honorably for eight years in the United States Marine Corps as an Amphibious Warfare/Recon Instructor. Boe joined the growing list of professional instructors for SRR Training in 2015.



Please provide the following:

Copy, Paste and Fill in Requested Information in a Separate Email

Subject Line of Email: (Please type " REGISTRATION FORM)

Course Title: Introduction to Hostage Crisis Protocol for Dispatchers – Belchertown, MA

Name:

Email:

Rank:

Agency:

Street:

City:

State:

Zip:

Day Phone:

Purchase Order#:

Contact Person for Billing and their email address:

Additional Officers attending (Names and email addresses)

Email to reggie@srrtraining.com

If you do not receive a confirmation email within 2 days please call the number below.

Please call if you have any questions.

Thank you!

Chief Reggie Redfern (Ret.)

President/CEO

413-626-9554



**Testimonials for Sgt. Alan “Boe” Bostjancic (Ret.)
Hostage Crisis Negotiation Team Training NESPIN
Ratings Scale 1-5**

5 - Excellent! One of the best training classes I've ever taken!

Detective Richard K. Alves, Providence, MA PD

5 - Most credit to the training is the credibility of the instructor. Boe's credibility and experience helped us understand the whole picture in negotiating with a subject. The instructor was excellent and brought a real-life feel to the class.

Unsigned

5 - Great class and instructor! Instructor made it fun!

Officer Kevin Cabrera, East Providence, RI PD

5 - If there was a higher number, I would've chosen it. I will send an email with additional comments.

Officer David Sennott, Mansfield, MA PD

5 - Knowledge base was excellent - I also think Boe adapted very well when he realized the size and limitations of the agencies represented. He was able to tweak his presentation to be more realistic.

Detective Corporal David Nease, Winooski, VT PD

5 - Boe was a wealth of knowledge and was able to illustrate the usefulness of a Hostage Crisis Negotiation Team (HCNT), it's limitations and restrictions which is not supported and used often. Boe was open to new ideas that he may implement in future classes.

Corporal Stephen Gutierrez, Colchester, VT PD

5 - Instructor was very knowledgeable & has real world experience for what he is teaching. Instructor was compassionate & believes in the material he is teaching. Instructor was always available to officers long after class is completed.

Detective Kevin Wilbur, Norwich, CT PD

5 - Clear and concise. Very approachable and good feedback.

Officer Michael Holmes, Tewksbury, MA PD

5 - Very knowledgeable on the topic and used great personal examples to demonstrate.

Officer Christian Mellen, Colchester, VT PD

More testimonials are available upon request.

Please contact SRR Training at 413-626-9554, if you would like to host this training at your agency.

911 EMERGENCY DISPATCHING: Drug Recognition & Impairment Awareness for Public Safety Personnel



Presented by: The Law Office of Attorney Patrick Michael Rogers

Especially designed for:

**Drug Recognition & Impairment Awareness Clinic for 911 Dispatchers
(Sworn & Non-Sworn)**

Wednesday: May 8, 2019 8:00 a.m.- 4:00 p.m. at The Belchertown Police Department

The seminar will run from 8:00 a.m.- 4:00 p.m. (8 HOUR CLASS)

The cost of the seminar is \$225.00 per person.

To register, simply complete the form below and fax this page to 508-622-1820 or call 508-989-9848.
This seminar will be presented by Lieutenant Daniel J. Valadas.

Lieutenant Daniel J. Valadas has been a police officer for the Ludlow, Massachusetts Police Department for 26 years, 15 of which was as a Patrol & Shift Sergeant. During his career, he has served as a Patrolman, Bike Patrol Officer, Gang Intelligence Officer, and is currently assigned as the Operations Commander, Training Supervisor, Public Information Officer, Gang Intelligence Unit Supervisor, K-9 Supervisor, Dispatch Director, and Special Police Unit Director. He has been an MPTC Staff Instructor at the WMass Academy (2007-2016) and he is currently a Level III Instructor for the MPTC in Legal Update, Terrorism/Counterterrorism & Homeland Security, Drug Recognition, and Juvenile Issues. He is an Adjunct Professor at Western New England University since 2007 with courses concentrating on Terrorism, Counterterrorism, Weapons of Mass Destruction, Drugs/Society & the Criminal Justice System, and Criminal Justice Historical Perspective. Lieutenant Valadas also served as a Military Police Officer for 10 years with the United States Army Reserves stationed at the former Fort Devens Post. He was honorably discharged as an Army Staff Sergeant in 1998. Overseas deployments included Iceland (1989), Canada (1988 & 1990), and Guatemala (1995). Lieutenant Valadas holds a Master's Degree in Criminal Justice Administration from Western New England College and a Bachelor of Arts Degree in Political Science with a double major of Criminal Justice from American International College. Lieutenant Valadas has completed the FBI-LEEDA Leadership Trilogy and FBI-LEEDA Internal Affairs courses, along with completion of FLETC Active Shooter Training, FEMA Weapons of Mass Destruction/Terrorism Awareness for Emergency Responders, Sports & Special Events Incident Management, ICS 400, and the Initial Response to Terrorist Bombing Course at New Mexico Tech University. He is also a MA OEMS EMT-Basic.

Course Description:

Now more than ever police officers and public safety personnel must be able to quickly identify illicit substances and their effects for both their safety and that of the public. This course will illustrate drug categories, sources, packaging, methods of consumption, health effects, impairment, changes in Massachusetts Case Law, and finally the significant impact both socially and professionally of marijuana legalization. Every public safety agency has dealt with the ramifications of the ongoing opiate/opioid epidemic and now must train for the widespread public use and abuse of cannabis products from edibles to CBD oils on a daily basis. This course provides contemporary and timely information on this dilemma.

- ❖ Drug Types & Categories: Stimulants, Depressants, Hallucinogens, Anti-Psychotics
- ❖ Substance Recognition and Effects: Natural vs Synthetic, Marijuana vs Opiate

- ❖ Federal Controlled Substance Schedules, Should Marijuana be revised?
- ❖ Massachusetts General Law Drug Classifications Chapter 94C
- ❖ Methods of Ingestion, Risks, & Health Affects, Hazmat Threat
- ❖ Drug Packaging, Distribution, School Zones & Parks, Trafficking
- ❖ Evolution of Marijuana Legalization in Massachusetts
- ❖ Medical Exemptions, Cultivation, Storage, Gifting
- ❖ Butane Hash Oil & Heavy Glass Processing, Purity & Potency
- ❖ Case Law Developments, OUI-Drugs Cases, Gerhardt, Davis, Decisions (OUI-Marijuana)
- ❖ MGL Drug Statutes, Exit Orders, Protective Custody
- ❖ Marijuana and Juveniles, Age Chart, Adult Public Consumption
- ❖ Open Container of Marijuana While Operating a MV
- ❖ Marijuana Paraphernalia & Hidden Containers
- ❖ ARIDE Training, Roadside Assessments
- ❖ Drug Lab Types, Marijuana Grow Operations
- ❖ Drug Investigation Considerations

Direct Department Billing for 2019 911 Dispatch Clinic

Agency _____
 Street Address w/ zip code _____
 Phone _____
 Dept. email _____

Names of Officials Attending 911 Public Safety Dispatch Clinic (include rank if applicable)

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|-----------|-----------|-----------|
| 1.) _____ | 2.) _____ | 3.) _____ |
| 4.) _____ | 5.) _____ | 6.) _____ |
| 7.) _____ | 8.) _____ | 9.) _____ |

Make Checks payable to Patrick Rogers and send them to 5 Jethol Drive, Assonet, MA 02702