

# cfinsider

Journal for the Certified Forensic Interviewer

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# cfi insider

Journal for the Certified Forensic Interviewer



## Letter from the Chairman of the CISA Advisory Committee



David E. Zulawski, CFI, CFE  
Chairman CISA Advisory Committee

August 2007 was the third meeting of the Advisory Board as it charted the future of the CFI certification. This year began the first recertification of those CFIs who obtained their designation three years ago. Each of those who recertified had to have 24 hours of

continuing education during the previous three years. The Board also approved 6 hours continuing education per conference attended up to a total of 18 hours over the three year period.

Applied Measurement Professionals (AMP), the testing company who helped develop the examination, reports recertification for most of their professional designations is between 40 and 80 percent of those eligible. At this writing, CFIs are recertifying at about an 80% rate, illustrating the value of the designation in their eyes and the level of work they put into obtaining it.

Over the last several months there were between thirty and forty people each month sitting for the examination. We expect to pass the 1000 CFI mark later this year if the current trend sustains itself.

After discussion the Board determined there needed to be some changes to the recertification process to eliminate CFIs who were terminated for dishonesty, theft or convicted of a crime since they obtained their designation. The application form for recertification was changed to authorize possible background investigations of renewing applicants. The recertification applicant must now attest he has not committed a criminal offense, been convicted, terminated for acts of dishonesty or moral turpitude and has not violated the CFI Code of Ethics.

CFIs continued growth and the interest internationally in the designation is nothing short of amazing. In the



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## Hello from the Editor

Cary Jones, CFI  
Cracker Barrel

In this edition of CFI Insider, you will see a theme with an international emphasis. In the Letter from the Chairman, Dave notes that CFI membership and interest is experiencing rapid growth, due in part to a rise in interest among our international counterparts. With Legal Aspects featuring an article on Foreign Nationalists in the United States, Questions from the Field covering interrogations of prisoners and the use of torture, and our Book Review recapping practices used by the German Army in World War II, it is easy to ask how much of the information can be applied to your own department or to the private sector. The answer is - all of it. A mentor of mine once told me that while attending a conference, the exhibit hall also had a meeting from an unrelated industry taking place at the same time. At the conclusion of his seminar, he slipped over to their group, and learned more about his own job in one session than he did in all of his previous week's meetings. I share this story to make a point. As CFI's, we are the top of our field, and tasked with knowing everything we can about interviews and interrogations. I believe that the use of sound interviewing methods are just beginning to develop in some countries, and our knowledge and understanding of legal aspects here and around the world will benefit us personally, and benefit our companies and organizations. As you read through this edition, our challenge to you is to apply it to your workplace today, and to where your workplace may be tomorrow.

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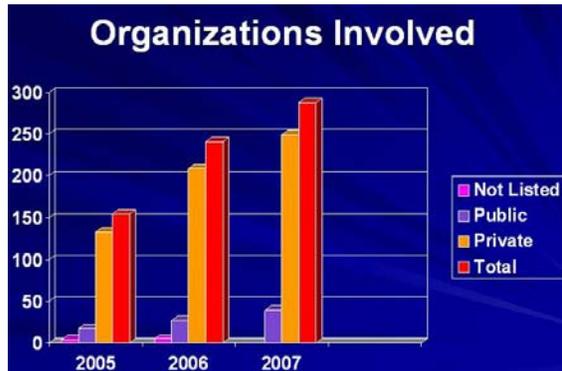
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last several months there has been a number of international applicants, plus a number of Human Resource professionals are sitting for the examination as the importance of this designation spreads to other departments within organizations.

David E. Zulawski, CFI, CFE

## Legal Aspects

### Interrogation of Foreign Nationals

Alvarez, a Peruvian citizen working in the United States illegally, was stopped by patrol officers investigating the burglary of a pharmacy. Alvarez was walking several blocks from the pharmacy when officers noticed his rapid pace and change of demeanor as they approached. Alvarez produced a valid Peruvian passport as his sole means of identification. A witness to the burglary was brought to view Alvarez and the witness positively identified him as one of the men who broke into the store.

Alvarez was taken into custody and transported to the police station for further questioning. At the station Alvarez waived his Miranda rights and made incriminating statements to officers. Alvarez was transferred to the County Jail and held until his trial date.

Should the evidence and confession be suppressed?

### Discussion

Although officers correctly advised the defendant of his rights under Miranda prior to questioning him, they neglected to contact the Peruvian consular to alert them Alvarez was in the custody of United States law enforcement.

In 1969 United States became a party to the Geneva Convention on Consular Relations. As a party to this agreement the United States along with other members agreed to treat foreign nationals in a similar fashion. This agreement covers legal or illegal foreign nationals arrested in the United States. Even the aliens holding a "green card" are subject to the agreement on Consular Relations.

Whenever a foreign national is arrested or detained by law enforcement they must be advised they have the right to contact their consular. Depending on the country law enforcement officials may be required to contact the consular even though the alien does not want this to occur. An alien who lies about his true citizenship may insultate the arresting agency and the United States from a violation of the Geneva Convention on Consular Relations. Also, a dual citizen of the United States and another foreign country may be treated exclusively as a United States citizen while in the U.S., even if the other country requires mandatory notification of an arrest or detention.

The consular is an official assigned by a nation's government to represent their citizens within the host country. A consular will have identification indicating his status that can be checked with the United States Department of State.

The consular is entitled access to their citizen who is in detention and they are entitled to provide that person assistance. This assistance could be in a variety of forms from arranging for legal assistance to contacting the citizen's family members. The consular has the right to visit their citizen and to converse and correspond with him, but they may not act as his legal representative.

In the event there is a violation and no notification is made it will not necessarily cause a suppression of evidence or a confession at trial. Every appeals court that has entertained this argument has determined that the suppression of evidence is not an appropriate remedy for a violation of the Geneva Convention.

Additional information concerning the treatment of foreign nationals and what must be done when contacting a consular can be found on the State Department's website,

[http://travel.state.gov/law/info/info\\_636.html](http://travel.state.gov/law/info/info_636.html).

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## Questions from the Field

**Question:** *Are there significant differences in interrogating prisoners of war verses a suspect in a criminal act.*

**Note:** *We have very limited personal experience in the interrogation of prisoners of war or enemy noncombatants. So this might be a topic for someone who has done this type of interrogation. Any CFIs with experience could send an email with thoughts or experiences.*

**Answer:** There are general principles and practices universally applicable in the process of interrogation. The first part of this discussion must consider why anyone confesses to another person. The three primary reasons are: the individual believes the information is already known, he wants to put a spin on the story to make himself look better or to relieve his guilt. There is likely a fourth reason as well: to stop torture, uncomfortable questioning or detention. Regardless, whether it is one of these reasons or another, there must be some type of real or perceived benefit the individual derives from confessing. If there is no benefit for the individual to confess there will generally be no admission or confession made by the subject.

In a military setting there are four types of subjects likely to be interrogated.

1. United States military personnel or civilians who have violated military or civilian laws
2. Captured uniformed soldiers in a battlefield situation
3. Individuals involved in spying activities
4. Enemy noncombatants i.e. terrorists planning foreign or domestic acts of terror

The first group, military personnel or civilians, who have violated military or civilian laws, would be handled using interrogation techniques one might apply during a public or private sector criminal investigation. The interrogator might offer a factual appeal to convince the subject his guilt is known, and perhaps combine an emotional appeal to minimize the seriousness of what the subject has done. This form of interrogation is probably similar to what most interrogators are currently doing in the public and private sectors. The primary difference here would be the constraints of military rules and regulations, which in some cases differ from those in a police or private sector environment. For example, the military uses a variation of the common Miranda warnings, with some additions, specifically applicable to military law.

The second group, captured enemy soldiers, allows only a small window of time to make use of their information because of changing battlefield conditions. The line soldier may not know the battle plan or the unit's final destination, and if he did, it might rapidly change due to conditions in the field. However, from an intelligence standpoint there may be much value in the information provided. An analyst might use information relating to training, staffing or readiness to foretell likely plans or troop movements.

*CFI Note:* *The book review in this edition, The Interrogator, details the impact of basic information obtained from Allied flyers. It was easy for German interrogators to convince captured airmen that everything was known because of the details of everyday life obtained from other POWs and cataloged to different air units. The names of friends, wives, commanding officer, or even current pictures had a tremendous effect on those captured and their belief in German intelligence's knowledge of Allied war efforts.*

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### The shock of capture and uncertainty of the situation is clearly in the interrogator's favor...

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With a captured soldier, the primary resistance to be overcome is the prisoner's unit loyalty. The shock of capture and uncertainty of the situation is clearly in the interrogator's favor; however the prisoner must give information possibly placing his friends in jeopardy. The interrogator in this situation normally has only an hour or two to convince the captured prisoner to tell what he knows before the information becomes stale. The emotional appeal can still be used to convince an individual that talking with his enemy is a viable alternative. The rationalizations would be used in exactly the same manner as we would apply them in a criminal case. Unfortunately, there is also often a language barrier, plus cultural, racial, and ethnic differences that must be addressed as well. Some of the behavioral clues may be difficult to interpret because of the language and cultural differences. Captured documents and statements from other POWs could also help the interrogator assess the truthfulness of the person being interrogated.

The third group, spying activities, creates an entirely different type of interrogation. The truthfulness of someone providing confidential information to either side must always be assessed by the interrogator. CIA interrogators often use an emotional approach as well as a factual approach to confront a suspected spy and are supported by polygraph examiners to verify truthfulness or expand admissions. In this type of interrogation the amount time spent with the subject might be



considerably longer than in a criminal investigation or with captured personnel.

Certainly, an individual friendly to the United States and willing to provide information on his country or agency will be dealt with on a much different basis than someone who is concealing information. However, the interrogator must still be concerned the subject might be a planted double agent or the scope of information provided to another country is more extensive than previously believed. The targets of information also could be considerably larger than we would have in a criminal investigation. Areas such as economics, military organization, logistics, manpower and political intelligence might all be of interest to the interrogator. Debriefing might occur over months, rather than a few hours in a criminal investigation.

Finally, the enemy noncombatant or terrorist places some of the most difficult challenges on an interrogator. In a military setting the terrorist may be apprehended in the area and held simply on suspicion of the troops. The trained terrorist is likely to have a story and background prepared for cursory questioning. Unlike the United States' computer based data bases many third world countries do not have an easy way of identifying or confirming identities. In Afghanistan for example, many people have only one name making an investigation of one's identity difficult.

The careful questioning of a suspect may not reveal sufficient information to doubt or break his story leaving only the polygraph to establish the individual's truthfulness. Since the primary reason to confess is the belief one's guilt is known, once a lie has been accepted. It will prompt other easily defended lies. The language, accent, dress and knowledge of an area may all give the interrogator some basis for making educated guesses about a person's background and loyalties.

Regardless, one of the most powerful tools in an interrogator's bag of techniques is building rapport with the suspect, no matter what his type. When one is alone, captured and uncertain, it is a friendly patient face the individual will turn to in his time of need. The patient interrogator recognizes rushing for an admission increases the value of the information in the mind of the suspect and often increases his resistance to giving it up as well.

**Question:**

*To Whom It May Concern,*

*I am working on a paper for a military class and would like to know where your company stands as far as, "Where does interrogation end and torture*

*begin"? Is there a specific set of guidelines for what is not acceptable and what is acceptable? I appreciate your time and information on this matter.*

*Major, United States Military, Iraq*

**Answer:**

Not a small question that you have asked. The answer is much simpler for the criminal and civil areas where the courts have jurisdiction. In that context, the courts, and to a lesser extent company policy, set the ground rules for the interrogation. Court decisions examine the "totality of circumstances" surrounding the case and arrest to determine whether the interrogator's actions would shock society. Judges will consider the suspect's age, education, treatment, life skills, experience with the system, length of the interrogation plus whatever else seems relevant to determine if the statement was voluntary and thus admissible. The punishment for a violation of the court's guidelines is the suppression of the suspect's statement, admission, or confession. To a lesser degree there may also be civil penalties for an interrogator's misbehavior.

In the military the Geneva Convention has laid out similar rules for the military's behavior toward and treatment of an enemy soldier. This becomes much less clear for the un-uniformed enemy combatant, terrorist, or spy who may lose the protections afforded under the Convention. Unlike a member of the military of a sovereign nation, terrorist organizations are transnational and individuals may come from a variety of different countries operating in a number of venues independent of a national agenda. So how does one deal with this unclassified group? Clearly, these individuals can and should be interrogated, but what are the limits of the interrogation techniques?

The United States government has categorized these individuals as "enemy combatants" who are outside the scope of the Geneva Convention. This designation enables the government to hold people without due process of either criminal or military law. The lack of legal jurisdiction allows enemy combatants to be moved or "rendered" to other countries for interrogation, an interrogation that may include torture at the host countries' discretion.

The status of the individual and position within a terrorist organization is often only a shadowy guess based on circumstantial evidence and uncertain identity of the person. To join an organization based on ideology creates a difficult opponent for an interrogator.



All that being said, it seems the question of torture is really a philosophical and ethical question. While inappropriate tactics are more easily defined under criminal law it begins to cloud with the enemy combatant who is not entitled to the same protections as a member of a nation's military. The line between torture and interrogation is fine indeed and likely to vary from person to person. If an individual is claustrophobic and held in a small cell it would be torture for him while another might find the arrangement merely cozy. Clearly, physical beatings or the implementation of pain fall into the extreme category of torture while psychological ploys move closer to the grey area between what should or should not be permitted.

Using torture, however one defines it, will obtain statements from most people when the interrogator is given a location, time and the methods to do so. It is the rare individual who can stand up to coercive methods for any length of time and not give up information. The problem is the reliability and accuracy of the information extracted. What is truth and what is fiction? If the interrogator physically abuses a subject the individual will likely tell the interrogator whatever he wants to hear. Hit someone hard enough and long enough and he will confess to kidnapping the Lindberg baby or being the best man at Osama's wedding. Neither is the truth, but at least he stopped hitting me.

Another issue is how a person and society can become desensitized to the wrongfulness of treating another human being in such a way. It began this way before the Jews were sent to the camps. The Germans in WWII had an amazing interrogator who extracted vital secrets from downed airmen. He did so by taking them for walks, establishing rapport and at the appropriate moment asking the right question. Rapport is a powerful tool when there is time and the skill to make it effective. In the linking research to the field section of this journal is a researcher's discussion of how mistreatment begins to spin out of control allowing good people to do bad things.

A final thought about torture. Most people who are captured have information that is viable for a limited period of time. That information is unlikely to be full operational plans for an attack. In terrorist interrogations most of the information held by agents will become stale once the individual's apprehension is discovered by the cell. Safe houses are left, drops abandoned, and intermediaries changed when word of the capture is received.

Since it is unlikely the agent is going to possess extensive operational plans of coming attacks the interrogator is more likely to be seeking operational tactics and strategies for intelligence analysts to build background information for investigations and future interrogations. How is the money moved, where are papers and documents secured, how is a site selected and watched? The intelligence information

gleaned from subjects come together to form a bigger picture that can create actionable intelligence and investigative leads to actually disrupt future terrorist operations.

## CFIs Present at the National Retail Federation Conference

Recently at the National Retail Federation Conference, numerous CFIs presented on multiple topics relevant to other CFIs. Below are pictures of some of the presentors and their topics.



Pictured left to right presenting on Telephone Interviewing: David Lund, CFI, (Proctor) Dick's Sporting Goods, David Shugan, CFI, Cracker Barrel and Stefanie Hoover, CFI, Toys R Us.



Pictured left to right presenting on Attack Proofing Your Interviews: Brett Ward, CFI, Wicklander-Zulawski, Chris Norris, CFI, Wicklander-Zulawski, and Maurice Edwards, CFI, (Proctor) Mattress Holding Corporation.



## Book Review

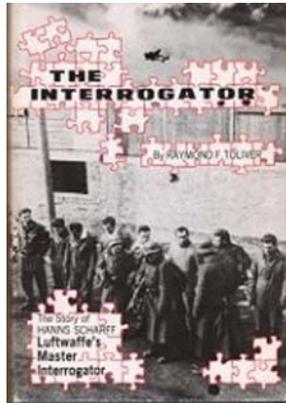
### The Interrogator:

*The Story of Hanns Scharff, Luftwaffe's Master Interrogator*

By: Raymond F. Toliver

Copyright 1978 Aero Publishers

ISBN 0-8168-6470-5



"Come in, please, I am your interrogator." begins this account of Hanns Scharff, the Luftwaffe's master interrogator of captured Allied fighter pilots. The formal introduction he used to introduce himself to prisoners belies the civility and humanity with which he treated Allied POWs.

Hanns Scharff takes the author through his thoughts and experiences as he interrogated Allied fighter pilots for Germany during World War II. Renowned as one of the top interrogators in the German intelligence community Hanns Scharff used his intellect, gentle personality, and unorthodox methods to obtain secrets from Allied fighter pilots.

Contrary to the image of sworn enemies expressing hate toward one another, this account tells the story of a more formal time when honor and respect were extended toward one's enemy. It was through this use of honor and respect that Hanns Scharff found a way to obtain information from soldiers sworn to give up only name, rank, and serial number.

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**Come in, please, I am your interrogator.**

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Employing an extensive card data base cross indexing information obtained from POWs, careful examination of their personal property, and plane wreckage he convinced prisoner after prisoner he already knew everything they did. Since he was able to tell the prisoners their commanding officer's wife's name and what they served for dinner the night before the prisoners believed there was no harm in talking with him *since he already knew everything anyway*. After he had gained

their confidence in his knowledge of the allied forces he would sometimes just go for outings with his charges.

In one instance, while walking in the woods, Hanns offhandedly asked his prisoner why tracer bullets change color wondering if there was a manufacturing change. The prisoner replied, "It means the pilot is out of ammunition." Later the tale continues with a Luftwaffe ace that knows this tidbit and sees the tracers change color on an Allied fighter. Knowing the pilot is defenseless the German ace lets him go after flying next to him and waving.

Incredibly, Allied forces allowed several officers with knowledge of the invasion date to fly missions over Europe. In late May, just before the invasion of Normandy, an interrogator took a captured Allied officer with knowledge of the date of the invasion on a walk in the mountains. The interrogator, amused by the number of vacationing hikers present, commented, "It looked like the invasion has begun." The stunned officer said, "They started a week early." Only a prisoner's walk in the mountains and an admission could have changed the war.

Interesting counterpoints to Scharff's account of events are those of the Allied POW pilots who met him during interrogation. Many were happy to meet him again after the war and share a reunion, some which included outings.

This book is an interesting period piece of a more formal time where there was a brotherhood between soldiers of opposing forces. It was the shared experience of war, loss, and finding a bit of peace in the turmoil, that brought enemies together to share a moment as humans.

It is interesting to note that interrogators who have had success with obtaining information even today claim most of it was the result of rapport. Hanns Scharff found this secret over seventy years ago. Rapport and a carefully constructed data base to convince the prisoner most of what he knew was already known.

## QUOTE OF THE QUARTER

*"The whole of life, from the moment you are born to the moment you die, is a process of learning."*

- Jiddu Krishnamurti (1895-1986)



## Linking Research to the Field

The medical community has struggled with physicians and psychiatrists assisting interrogations for some time. The ethical considerations of both fields seem fundamentally at odds with breaking a suspect's will to resist an interrogation. This cooperation between the medical field and interrogators has been linked as far back as the 1950's when the Central Intelligence Agency tested a variety of drugs and their effects on humans.

With the high profile of interrogations of suspected terrorists by governments around the world on the front page of newspapers everywhere, the topic has taken on new urgency in the medical field. Physicians reportedly have supervised the medical condition of suspects during interrogations, while the psychiatrists have worked on developing actual techniques to reduce the individual's resistance to interrogation. The following paper is a case study of an interrogation of prisoner 63 at Guantanamo Bay, Cuba, using military interrogation logs documenting clinical supervision of the process.

### Medical Ethics and the Interrogation of Guantanamo 063

Steven Miles, *The American Journal of Bioethics* 7(4):5, 2007

#### Abstract

*The controversy over abusive interrogations of prisoners during the war against terrorism spotlights the need for clear ethics norms requiring physicians and other clinicians to prevent the mistreatment of prisoners. Although policies and general descriptions pertaining to clinical oversight of interrogations in United States' war on terror prisons have come to light, there are few public records detailing the clinical oversight of an interrogation. A complaint by the Federal Bureau of Investigation (FBI) led to an Army investigation of an interrogation at the United States prison at Guantanamo Bay. The declassified Army investigation and the corresponding interrogation log show clinical supervision, monitoring and treatment during an interrogation that employed dogs, prolonged sleep deprivation, humiliation, restraint, hypothermia and compulsory intravenous infusions. The interrogation and the involvement of a psychologist, physician and medics violate international and medical norms for the treatment of prisoners.*

#### Background

The author discusses the background and development of Behavioral Science Consultation Teams (BSCT) which were comprised of psychiatrists and psychologists to assist in the development of interrogation strategies. He highlights the interrogation of a single

prisoner, 063, using the detainee's interrogation log and the military investigation into abuses at Guantanamo Bay. However, while psychologists worked to develop interrogation plans, the plans were still approved by intelligence officers who also determined the informational targets for the interrogation. (Bloche and Marks 2005; Physicians for Human Rights 2005). The BSCT teams determined how to exploit the prisoner's physical and emotional issues of confinement.

The psychiatrists and psychologists attacked the problem of suspect resistance in two ways:

- 1) the first approach was to attack the suspected terrorist's cultural self. Islam is a way of life for the Muslim, so the first idea was to disrupt and violate Islamic rules. To accomplish this, interrogators would ignore prayer times and possibly handle the Koran in a disrespectful fashion. In addition, the cultural norm for behavior between men and women were violated. (Yee 2005)
- 2) then the prisoner's vulnerabilities were to be exploited. Often this information came from medical records or other detainee information available to the interrogator. It should be noted that then Defense Secretary, Donald Rumsfeld's policy on interrogation required medical personnel to be present when harsh interrogation techniques were used. (Miles 2006)

#### Prisoner 063

The author examines the interrogation of prisoner number 063, Mohammed al-Qahtani at Guantánamo between November 2002 and January 2003 using government documents.. The first document used was the interrogation log of this suspect and the second was the Army investigation of detainee mistreatment at Guantánamo Bay.

The suspect begins his interrogation with 20 hours per day for an 11 day span with interrogators working in shifts. During this time he was kept awake using a variety of methods before he was again interrogated for nearly 80 hours prior to being allowed 24 hours "recuperation." During his recuperation he was hospitalized for hypothermia after being forced to occupy a highly air-conditioned room. During his hospitalization the prisoner's body temperature was returned to normal and other medical conditions treated.

After his 42 hour hospitalization, the prisoner was returned to interrogation for 12 more days. This interrogation incorporated sleep deprivation with intermittent naps. After being allowed four more hours of sleep he was interrogated for 10 more days using similar methods. Finally, on January 1 he was allowed 12 hours of sleep before facing another 11 days of interrogation with one to four hours of sleep permitted per day.



### Medical Treatment

During the previous listed interrogations the logs indicate medical personnel visited the interrogation room to assess prisoner 063's condition and treat him. This assessment included checking his vital signs several times a day and looking for signs of dehydration. Because the prisoner was restrained during the interrogation he suffered from a swelling of his hands and feet which were also tended to by medical personnel. Periodically intravenous fluids were administered when the prisoner refused to drink water. Interrogators told the prisoner that if he continued to refuse to drink water he would not be allowed to pray, nor would he be allowed to die from dehydration.

### Psychological Tactics

During the Army investigation, it was discovered a dog was brought in to bark and bare his teeth at Mohammed. This activity was supervised by a psychologist who felt that it would "exploit individual phobias." FBI agents at Guantánamo objected to the use of the animal and on at least one occasion withdrew from the interrogation.

The interrogators also used a variety of psychological themes such as: "Failure/Worthless," "Al Qaeda Falling Apart," "Pride Down," "Ego Down," "Futility," "Guilt/Sin Theme (with Evidence/Circumstantial Evidence," to name just a few. In addition, he was also lectured on the true meaning of the Koran, in some instances being lectured by female soldiers. The interrogators also violated Islamic and Arab mores of sexual modesty when he was forced to view and on occasion wear pictures of scantily clad women or articles of women's clothing. The investigation also revealed that prisoner 063 was forced to stand naked in front of women soldiers as they touched him suggestively.

Interrogators also used other techniques during his interrogations. He was forced to wear a leash and follow commands normally reserved for a dog. He was also told to bark like a happy dog and to growl at pictures of terrorists in an effort to break his self-esteem.

### Author's Discussion

It is evident based on the military's own investigation and the interrogation log chronicling 063 questioning that both psychologists and medical personnel participated in either the interrogation or monitoring al-Qahtani's medical condition during his interrogation. The Army investigation was begun after complaints about the interrogation were made by the FBI, rather than the onsite psychologists or medical personnel.

The Army investigation focused on whether the interrogation techniques were authorized under Defense Department policy. The investigators found that the prisoner's prolonged sleep deprivation was authorized. Cooling with an air conditioner was authorized "environmental manipulation." Army investigators found no evidence that al-Qahtani was ever physically assaulted by guards or other personnel and their reports reflects this was supported by medical examination.

The Army investigation concluded, there was "no evidence that [al-Qahtani] . . . was subjected to humiliation intentionally directed at his religion." Further, the report said the cumulative effect of the "creative, aggressive, and persistent" interrogation was "degrading and abusive" but did not constitute "torture" or "inhumane" treatment. The Army recommended closing the investigation.

The Geneva Convention prohibits this kind of interrogation against *prisoners of war*.

*Persons . . . placed hors de combat by . . . detention shall in all circumstances be treated humanely . . . To this end the following acts are and shall remain prohibited at any time and in any place whatsoever . . . (c) Outrages upon personal dignity, in particular, humiliating and degrading treatment; . . . No physical or mental torture, nor any other form of coercion, may be inflicted on prisoners of war to secure from them information of any kind whatever. Prisoners of war who refuse to answer may not be threatened, insulted, or exposed to any unpleasant or disadvantageous treatment of any kind. (Geneva Convention 1949).*

The United Nations' Convention Against Torture defines "torture"

*"..any act by which severe pain or suffering, whether physical or mental, is intentionally inflicted on a person for such purposes as obtaining from him or a third person information or a confession, . . . at the instigation of . . . a public official" (United Nations General Assembly 1984).*

The medical and psychiatric community has struggled with the participation of their members during interrogations. The American Medical Association and the American Psychiatric Association have endorsed updated regulations for members asked to participate in interrogation.

**American Psychiatric Association (2006).**

*No psychiatrist should participate directly in the interrogation of persons held in custody . . . . Direct participation includes being present in the interrogation room, asking or suggesting questions, or advising authorities*



on the use of specific techniques of interrogation with particular detainees. However, psychiatrists may provide training to military or civilian investigative or law enforcement personnel on recognizing and responding to persons with mental illnesses, on the possible medical and psychological effects of particular techniques and conditions of interrogation, and on other areas within their professional expertise.

#### **American Medical Association (2006).**

Physicians must neither conduct nor directly participate in an interrogation, because a role as physician-interrogator undermines the physicians' role as healer and thereby erodes trust in both the individual physician-interrogator and in the medical profession. Physicians should not monitor interrogations with the intention of intervening in the process, because this constitutes direct participation in interrogation. Physicians may participate in developing effective interrogation strategies that are not coercive but are humane and respect the rights of individuals. When physicians have reason to believe that interrogations are coercive, they must report their observations to the appropriate authorities. If authorities are aware of coercive interrogations but have not intervened, physicians are ethically obligated to report the offenses to independent authorities that have the power to investigate or adjudicate such allegations.

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#### **The Lucifer Effect?**

One has to wonder how civilized people from fine families find themselves abusing prisoners. What happened to the social and moral controls society and the family placed on these individuals as they grew? Most would consider themselves above this kind of behavior, yet examples of mistreatment have been reported repeatedly in the media. Colombine, Abu Ghraib, suicide bombers, terrorists, two ten year olds abducting a toddler to murder him, or police detectives, who torture prisoners to extract confessions.

So are there individual or group dynamics that can turn ordinary people into someone capable of mistreating another? The Lucifer Effect?

#### *The Lucifer Effect: Understanding how good people turn evil*

Phillip Zimbardo

Random House, New York 2007

*"Evil consists in intentionally behaving in ways that harm, abuse, demean, dehumanize, or destroy others- or using one's authority and systemic power to encourage or permit others to do so on your behalf."* Page 5.

The author chronicles research in social psychology from his early days in the field of social psychology in an attempt to understand today's abuses and the loss of humanity during them.

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### Evil consists in intentionally behaving in ways that harm...

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The book begins with a study he devised, a candid camera type study, to examine who would damage an abandoned vehicle left in the Bronx and across the country in Palo Alto, CA. In the Bronx, contrary to their expectations they found the 23 incidents of vandalism and thefts were largely committed by ordinary citizens, while in Palo Alto, after a week, the car still sat untouched. The author's conclusion to this stark contrast is conditions of anonymity and others who do not care foster antisocial behavior.

The author's Stanford Prison Experiment has its beginning in the early 1970's, a time of the peace and hippy movements, activism and the rise of radicalism. Zimbardo designed the study to examine the social psychology variables of a mock prison setting. To do this he enlisted volunteers who were randomly divided into prisoner or guard roles for the experiment. The volunteer prisoners were to be held in a mock prison set up in the basement of the psychology building for two weeks. The guards were uniformed and were to play the role of



correctional officers in the prison. The researchers using hidden cameras planned to record the special events of the day, role call, meals, disturbances, and the like.

The guards began the process by doing roll counts each shift as a means of establishing their authority, but these quickly evolved into sessions to torment the prisoners. Designed to look at prisoner interaction, the author's interests begin to focus instead on the changing behavior of the guards. The guards' behavior over the first week of the experiment became more aggressive and harassing towards the mock prisoners. After an emotional exchange between the primary investigator in the study and another researcher it became evident that the prisoners were being emotionally tortured during confinement at the hands of the guards.

What had initially begun as an experiment to evaluate situational variables between prisoners and the guards changed dramatically. The experiment showed the powerful impact of a bad system and situation to make people act in ways that are alien to their nature. The study revealed that there were hostile interactions between the mock prisoners and guards, with the prisoners playing a decidedly passive role. Overwhelmingly the guards use commands, insults, threats, and aggression toward the prisoners, including mock sexual acts. More details and background concerning the experiment can be found at [www.prisonexp.org](http://www.prisonexp.org).

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### The powerful impact of a bad system and situation to make people act in ways that are alien to their nature.

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The author then goes on to describe Milgram's experiment. This is an experiment addressing people's blind obedience to authority. Participants were paid to participate in a "serious experiment that was to have important practical implications." The participants were divided into "teacher" and "learner." The teacher was to instruct the learner to memorize a series of words. The teacher was then to reward the learner verbally or when wrong to provide an immediate shock as punishment for the learner's error. The selection of the teacher and learner roles has been rigged by the experimenter's to select a confederate as the learner. Under the direction of the experimenter the teacher is required to give ever increasingly strong shocks to the learner who reacts strongly to them.

Incredibly, sixty five percent of the teachers went all the way up to the maximum shock level of 450 volts. They did so even though the learner was increasingly desperate in his pleas for the experimenter to stop. Zimbardo points out a number of key conclusions from the Milgram experiment.

- Establish a contractual control and getting the teacher to accept the tasks.
- Reframing the language used from "hurting the learner" to "helping the experimenter."
- Beginning with small insignificant shocks before increasing their seriousness.
- Providing an acceptable justification for committing the undesirable actions.
- Having the authority figure (experimenter) begin as reasonable and later act in unreasonable fashion.

The author points out suicide bombers are selected and trained in a very similar manner. First, senior members of the terrorist organization identify people who have intense patriotic fervor. Then, comes an intense discussion of their love of country and its people. Next, there is an agreement by these would-be bombers to be trained and they become part of a small secret cell. Finally, they make their commitment to an action by making a videotape declaring their intentions to become a martyr. The final necessary component is the promise, or "the big lie"; they will earn a place beside Allah along with their family.

The author also notes that anything that makes people feel anonymous reduces the level of personal accountability they feel for their actions. If on top of this the controlling agency encourages or fails to control the situation, it effectively gives them permission to act out against others. Zimbardo also notes that whenever the person is dehumanized it becomes possible for normal people to perform acts of cruelty.

Once the acts of cruelty are seen as an honorable action, it creates a rationalization or justification to continue it or increase its severity. This then allows a minimization of the individual's actions and the harm it may cause another individual. This permits the individual to distort any negative consequences of his actions and focus instead on the subject's need to be punished.

The final third of the book deals with an analysis of the Abu Ghraib prison and the circumstances surrounding its management. Many of the fundamental problems found in that prison mirror the things that occurred during the Stanford Prison Experiment and later in Milgram's subsequent work.

The depth of detail contained in this work precludes a comprehensive review, but for anyone trying to understand how one in power might abuse another it offers many interesting insights.



## CFI Ambassadors

*With each issue of the CFI Insider, we hope to spotlight members who offer a great story and profile that you will find interesting and insightful.*

### Randy Tennison, CFI

*by Jeremy Bailey, CFI*

It is my pleasure to introduce this issue's CFI Ambassador, John R. (Randy) Tennison, CFI!

Randy is currently employed by Walt Disney World Parks and Resorts as a Financial Analyst where he is assigned to the Advisory and Assurance Fraud Detection Team. He has been there since March 2007. His primary job responsibility is to investigate cash theft that is committed by Disney cast members (associates). His unit's only focus is on cash, while the company's Security Department investigates theft of merchandise. Disney is an exciting and unique place to work. Randy states, "The unique aspect of Walt Disney World is the size and scope of our location. There are approximately 58,000 cast members located here on 47 square miles of property. The Walt Disney World Resort is

the country's largest single site employer. So, it's very much like working for a city. We have a rich diversity of cast members, from every corner of the world, from high school to retirement age. We hold ourselves to extremely high standards. It makes the work both fascinating and challenging."

Before joining Disney, Randy has held various positions in the investigative industry. He has been a Loss Prevention



Randy Tennison, CFI



WALT DISNEY Parks and Resorts

Associate, Police Officer, Director of Security, State Criminal Investigator, and most recently a Fraud Investigator. With his CFI designation, he also holds his CPP and CFE.

He has the distinction of being one of the first 100 persons to earn his CFI. He earned it in January of 2005. Randy has seen first hand how being a Certified Forensic Interviewer benefits his organization. He

**For a company to have CFIs on staff, shows that we take our profession very seriously.**

states, "For a company to have CFI's on staff, shows that we take our profession very seriously, and that we are adhering to a set standard of ethics when conducting interviews. I know that at my previous employer, my CFI designation helped the Human Resources Department achieve a high comfort level with my investigations and interviews. It showed that I was a professional, and that I would not do anything to diminish that professionalism or place the company in any liability." He believes that in the future having the CFI designation will become a common job requirement for individuals in the industry with its ability to show that an individual is knowledgeable and capable of conducting lawful interviews.

Congratulations to Randy Tennison, this issue's CFI Ambassador!



## CFIs in the Media

Chris Norris, CFI was interviewed about Interview and Interrogation related to Child Abuse cases. [Special investigations units expand statewide. BurlingtonFreePress.com](#) ... don't know what they look like when they're telling the truth," said the expert, Christopher Norris of Illinois-based Wicklander-Zulawski & Associates.

**Mike Keenen, CFI** is in the August issue of *Loss Prevention Magazine* for an article on "Inspecting What You Expect"

**Walter Palmer, CFI** is also in the August issue of *Loss Prevention Magazine* titled: "Benchmarking Your Performance On Shrinkage"

**Mike Marquis, CFI** is in the September issue of *Loss Prevention Magazine* contributing an article on "Don't Just Stand There, Stand For Something"



## Doug Verses the Tumor

As many may already know, Doug Wicklander, CFI from Wicklander-Zulawski was diagnosed with a brain tumor this August. The operation was a success and the tumor was removed after a lengthy surgery at Northwestern Memorial Hospital. The non- cancerous tumor was the cause of Doug's double vision, which was the symptom that alerted doctors to the problem.

The family kept a blog to keep family and friends up to date on the surgery and Doug's rehabilitation, [www.Dougversesthetumor.com](http://www.Dougversesthetumor.com). Doug's son Andrew suggested the name for the blog and it drew a long laugh from Doug. The blog worked surprisingly well, having as many as 1200 hits a day during the days following surgery.

Doug has since been released from the hospital and is undergoing rehabilitation near his home. WZ and Doug would like to thank all of you for your thoughts and prayers during this difficult time.



## Did You Know?

In addition to the CFI Coin, we have received requests for numerous CFI items. While several are under development, we only have 7 commemorative CFI leather bound folders available. The cost is \$35.00 plus shipping. Please click [HERE](#) to order yours today!



## TSA hires Behavior Detection Officer

*Jennifer Leibow*

CFIs might find that a new government threat detection program at the airport sounds familiar. The Transportation Safety Administration (TSA) has implemented a program designed to alert them of people who might be planning to participate in criminal or terrorist activities at the airport or aboard airplanes. The program, coined "SPOT" (Screening Passengers by Observation Technique) was developed by a man credited as the father of modern deceptive behavior research, Paul Ekman, PhD. Ekman's research has focused for years on the way people lie and the behavioral clues that may reveal the deception. Dr. Ekman and his research associates have described the use of micro expressions, fleeting facial expressions reflecting emotions, that betray the person's true feelings before they are masked by controlled emotional masks.

Behavior Detection Officers (BDOs) are trained in SPOT in order to identify signs that a person is being deceptive. For instance, upon questioning a subject, does he/she pause more, indicating the subject is fabricating answers? Another tactic the BDOs employ is to ask certain questions to determine whether the person's responses and behaviors deviate from that of the expected composure of a passenger. BDOs document their observations, and use it as the basis for further investigation, if necessary.

Dr. Ekman claims the preliminary results of the Behavior Detection Officers show that an "overwhelming" number of individuals identified by these techniques and detained for further questioning proved to be involved in criminal activity. Since 2006, the TSA has integrated the SPOT program into their security programs at 14 airports, including Washington Dulles and Boston's Logan airport.

For safe air travel and national security efforts, the results of this program seem to indicate promising results. The fact that the government relies on documented behaviors as the basis for further investigative action may open doors in terms of what might go into investigators' reports or court testimony in the future. Where these gestures, tones, and facial expressions once served as the basis for an investigator to decide the course of his/her questioning, one might speculate that government acceptance of these techniques might alter the course of future investigations for CFIs and investigators everywhere.

Behavior Detection Officers [Click Here](#)



## Canadian Security Regulatory Reforms Continue

Many of Canada's provinces are looking at regulatory reforms, which could include licensing and training mandates including physical arrest and control techniques for private security services. A number of provinces have moved forward to develop regulations to control guards, retail security, and other proprietary investigative services by mandating training and licensing.

**British Columbia:** The first draft of this legislation was proposed in 2002 and finally came to the legislative floor for rereading this spring. The *Security Services Act* plans to regulate security officers, retail loss prevention officers, and in-house investigators.

**Ontario:** The province of Ontario continues to work on its *Private Security and Investigative Services Act* legislation. The province will likely begin to finalize regulations that will be adopted under the act in the near future. The act plans to license security officers, loss prevention officers and in-house investigators. The act will also provide for minimum mandatory training. However, at present, specific curriculum for the mandatory training has not been established.

**Nova Scotia:** This province recently released a discussion paper on regulatory reform of the private security industry. Somewhat behind the other provinces in the legislative process it appears that Nova Scotia will follow suit and have some form of regulation of private security similar to the other provinces.

**Québec:** This province passed the *Private Security Act* in 2006, but it is yet to be formally applied to the industry. It is likely in the near future that a working group will prepare preliminary regulations under this act.

**Manitoba:** Becoming effective in 2007, the *Private Investigators and Security Guards Amendment Act* imposed licensing requirements on security personnel, including retail loss prevention. The act also imposed a mandatory training component based on the standards set down by the Canadian General Standards Board.



## Comments, Facts & Interesting Tidbits

### CIA Bans Water-Boarding

The Central Intelligence Agency recommended to the White House a controversial interrogation technique be dropped from approved interrogation methods. The White House agreed to the removal of the technique from the 2002 list of approved methods listed in a presidential finding.

Water-boarding is when interrogators pour large amounts of water over the detainee's nose and mouth to simulate the experience of drowning. Critics of the technique, including Senator John McCain, R-AZ, have claimed it is akin to torture or "mock execution" possibly fostering false confessions. Sen. McCain told ABC News, "I have sought that result for years. Water-boarding is a form of torture. And I'm convinced that this will not only help us in our interrogation techniques, but it will also be helpful for our image in the world."

With the removal of water-boarding from the list of extreme measures the harshest techniques left are "longtime standing," and sleep deprivation. CIA officials say there has been limited use of the technique against only a handful of high level targets.

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**Harshest techniques left are "longtime standing," and sleep deprivation.**

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### Enhanced Interrogation Techniques

According to ABC media sources, only a handful of CIA interrogators are trained and authorized to use the Enhanced Interrogation Techniques.

1. **The Attention Grab:** forcefully grabs the shirt front and shakes.
2. **Attention Slap:** An open-handed slap to trigger fear.
3. **The Belly Slap:** A hard open-handed slap to the stomach.
4. **Long Time Standing:** forced to stand, handcuffed and with their feet shackled to the floor and sleep deprivation
5. **The Cold Cell:** The prisoner is left to stand naked in a cell kept near 50 degrees and doused with cold water.
6. **Water Boarding:** gag reflex kicks in and a terrifying fear of drowning leads to almost instant pleas to bring the treatment to a halt.

These techniques must be approved by the deputy director for operations for the CIA on a case by case basis.



## Welcome CFIs

The following individuals became CFIs during the quarter, May-July 2007. Congratulations to those who have achieved the CFI status this last quarter!

To view the current list of all CFIs, visit our updated web site, or [click here](#).

Dorcas Agyei	Julie Sutera
Jennifer Denise Avery	Rodney Levone Armston
Tiamarie Balsamo	Angela Leigh Bain
Jay Howard Becraft	Jennifer Anne Bennett
Thomas M Cairns	Christina M Calidonio
Mario Fernandez	Greg A Conyers
Ronald A Foss	Michael Edward Custer
Christopher R Goebel	Lee Patrick Foley
Juan Carlos Madrid	Timothy Ray Icenhower
Mindy Joy Marzec	Michael Andrew Lawler
Keara Tiana Mitcham	Tameka McCray
Ryan Michael Morgan	Mark Alan Miller
John O Nicholson	Jeffrey Damon Ricketts
Christine Crosley Scoggins	Nancy Anne Stein
George Eric Shaffer	Shawn D Streyle

Alan C Todd
Monica Lynn Walter
David A Gomez
Edward Michael Hacker
Brett Anthony Harvey
Robert Vincent LaCommare
Carolyn Anne Old
Jason Stanley Ploof

## How Do You Sign Your E-mails?

Have you added CFI to your e-signature?

**Alan K. Swayne Jr., CFI**  
JP Morgan Chase/Bank One  
Global Security and Investigations

## Organizations Represented

The following list comprises the new organizations that have individuals who have successfully achieved the CFI designation during the quarter, January -September 2007.

To view the current list of organizations represented, visit our updated web site, or [click here](#)

Albertsons Inc.	Fresh & Easy	Lennar	Walt Disney World
Amazon	Neighborhood Market	Marc's	Assurance and Advisory
American Family Insurance	GNC, Inc.	New York & Company	Winn-Dixie
BCBG MAXAZRIAGROUP	Golf Galaxy	Nike, Inc.	XM Satellite Radio Inc.
Bergdorf Goodman	H.E. Butt Grocery Company	Panera LLC	
Blain Supply, Inc.	Helzberg Diamonds	Sherwin-Williams	
Borders, Inc.	IRS	Simply Fashion Stores, Ltd.	
Catalina Restaurant Group Inc.	Jos. A. Bank	Southern States Cooperative	
Dave & Buster's Inc.	K&G Superstore	The Dress Barn, Inc	
EAS Sensorsense	Kosciusko County Sheriff's Department	Too Inc.	
		United Retail	

### CISA

The objective of this certification program is to create comprehensive, universally accepted professional standards combined with an objective measure of an interviewer's knowledge of those standards. The ultimate goal is that every person and every organization with a stake in interviewing will benefit from the program, as will the reputation and effectiveness of the entire profession.

### CFI Code of Ethics

The Certified Forensic Interviewer is a professional with the expertise to conduct a variety of investigative interviews with victims, witnesses, suspects or other sources to determine the facts regarding suspicions, allegations or specific incidents in either public or private sector settings.

The Certified Forensic Interviewer demonstrates understanding of legal aspects of interviewing and proficiency in interview preparation, behavioral analysis, accusatory and non-accusatory interviewing, documentation, and presentation of findings.

[Click here](#) to link to the complete CFI Code of Ethics.

*Opinions and ideas in cfinder are intended for information, and is not meant to be used as legal advice.*



## CFIs Re-Certify

Our first group of CFIs have come up for recertification and we are proud to list those who have recertified. This list is for every person, from May-July 2007, who has submitted their paperwork to continue their CFI designation through 2010. Congratulations on maintaining your CFI.

David R. Belniak	Stephen M. Gonnella	Rosario D. Rodriguez
Deanna L. Bonachea	Joseph E. Hajdu	Denise R. Roe
Dennis L. Braman	Jong H. Han	Martha J. Scrafford
James F. Cardenas	Michael R. Harmon	John B. Seehoffer
Christopher Clement Cassidy	Matthew A. Higgins	Andrew J. Sekula
William R. Chilcutt	Stefanie M. Hoover	Robert A. Selah
Melville D. Chiong	Kimberly Horstman	Marcus Smith
Mathew C. Christman	Robert D. Hyrmer	Kevin D. Stewart
Chris J. Collier	Willie A. James	Alan K. Swayne Jr.
David R. Collins	Kevin Robert Larson	Michael A. Toledo
Jason A. Contreras	James B. McLemore	Elisha Z. Toye
John E. Cudal	John J. Melli	Donald S. Ward
Catherine Anne Daniel	Patricia A. Morgan	Thomas Ray Wilson
Brian Finnicum	Kelly M. Moyer	Jane A. Woodland
Dustin L. Frady	Joyce Penrod	Christopher J. Yadanza

## CFI Re-Certification Information

A link to the [http://certifiedinterviewer.com/seminar\\_classes.htm](http://certifiedinterviewer.com/seminar_classes.htm) will give you a list of some of your options. To download the re-certification form, please click the following link: [http://certifiedinterviewer.com/pdfs/CISA\\_Certification.pdf](http://certifiedinterviewer.com/pdfs/CISA_Certification.pdf)

Here are some links that take you to pre-approved seminars or programs that can be applied to your re-certification:

- [www.policetraining.net](http://www.policetraining.net)
- [www.w-zcampus.com/campusV2/campus/course\\_catalog.html](http://www.w-zcampus.com/campusV2/campus/course_catalog.html)
- [www.w-z.com/schedulecfi.php#schedules](http://www.w-z.com/schedulecfi.php#schedules)
- [www.lsiscan.com/scan\\_training.htm](http://www.lsiscan.com/scan_training.htm)

### Conferences:

- Oct. 9-10 Eye For Retail Europe\*\*
- Oct. 17-19 International Anti Counterfeiting Coalition
- Dec. 4-6 North American Cargo Security Conference

Should you be attending a national conference, company conference or seminar that requires name tags, email Wayne Hoover, and he will send you your CFI Ribbon to attach to the name tags.

**\*\*Note:** CFIs have mentioned they will either be at these conferences and/or be presenting at these conferences. For networking possibilities with other CFIs, please contact [Wayne Hoover](mailto:Wayne.Hoover@cfi.com) via email for an introduction.

## CFI Re-Certification

Below are the individuals who are up for recertification who have not sent in their signed sheet saying the met they requirements to be recertified, the payment, or both. The individuals listed are for October 2007-December 2007. Please [click here](#) to download a form. Send in your payment and form as soon as possible, so you will not be required to take the CFI examination again to keep your CFI designation.

### October

James G. Bequette  
David E. Brown  
Jerry L. Brown  
Christopher E. Duke  
Kali D. Erickson  
Shannon W. Hunter  
Carl L. Johnson  
John L. MacLeod  
Patrick M. Mattingly  
Richard A. Parker  
Heidi Ann Parr  
Anthony L. Raab  
Douglas Andrew Rajala  
Richard S. Sandell

### November

David M. Arena  
David Chitwood  
Jennifer K. Days  
Jorge Garces  
Paul H. Joeckel  
Emery Steve Orozco  
Daniel Gray  
Schwalenberg  
Russ Swanson

### December

Harold David Damaska  
Alfred L. Dauser  
William L. Dwenger  
Jayme O. Escobedo  
Antonio Fernandez  
Bruce M. Grundy  
Duane Roger Harden  
David E. Hughes  
Thomas A. Kubaitis  
Joe William Lozinski  
Steven D. McPherson  
Joseph W. Nay  
Sheila Michelle Parker  
Daniel L. Sendle  
Jack George Ternan  
James Michael Wilcox



## CFIs On the Move!

**Moving?, New Job?** Update us with your current mailing/email addresses, positions, and phone numbers. Congratulations to those CFIs who have taken new positions:

**Mike Toledo**, CFI became director at Polo.

**Mike Kaighan**, CFE, CFI (Past CFI Ambassador of the Quarter) has been promoted to Director of Business Intelligence and Investigations for Kroll.

**Lionel Halstead**, CFI has been promoted to Area Loss Prevention Director for CVS Pharmacy.

**Rob Selah**, CFI has taken a Regional Loss Prevention position with United Retail.

**Kim Schmidt**, CFI was promoted to Director of Loss Prevention for Finish Line.

**Brett Ward**, CFI was promoted to Vice President-Client Relations for Wicklander-Zulawski & Associates.

**Chris Cassidy**, CFI has accepted a Regional Manager of Loss Prevention for Southern States Cooperative

**Shannon Hill**, CFI has accepted a position as Divisional Client Services Manager for LPInnovations.

**Joe Conte** CFI, has taken a position as Regional Manager, Loss Prevention, at NEW YORK & COMPANY.

**Eric Van Herik** CFI, has accepted a position with Circuit City.

**John M.D. Slutz** CFI, has taken a position as Sr. Manager of Loss Prevention for Marc's Discount Stores.

**Bob Pennucci**, CFI, has taken a position as Zone Director of Loss Prevention for Limited Brands.

**Mike Marquis**, CFI, has accepted a position as AVP for MarMaxx.

**Kim Hortsman**, CFI, is now working as a Senior Investigator for American Family Insurance.

**Jake Carroll**, CFI, has accepted a position for Alfa

Insurance as an Agent.

**Dave Alves**, CFI has been promoted to Director of Loss Prevention for Limited Brands.

**Mike Iverson**, CFI has been promoted to Director of Loss Prevention for Limited Brands.

**George Schweitzer**, CFI has been promoted to Director of Loss Prevention for Limited Brands.

**Gary Moncur**, CFI has been promoted to Regional Loss Prevention Director (West) for Babies R Us.

**Kelly Moye**, CFI is a Regional Loss Prevention Manager for Babies R Us.

## Are You Carrying Yours?



## CFIs Needed

CFIs needed to join CFInsider Newsletter Committee: The Journal for the Certified Forensic Interviewer is always looking for new members with different talents to be part of the committee that puts this fine publication together for other CFIs to use. Please consider joining the ranks of the other CFIs that help make this a valuable tool for all CFIs. Also, members receive 4 Continuing Education Credits for being an active member of this committee.

## Missing CFIs Email/Contact Information

Please click [here](#) and review the list of current CFIs, to see if you or someone you know is listed in BOLD. If your name, or someone you know is listed, it indicates we do not have either current phone numbers, titles, organizations, or email addresses to reach them.

## cfinsider

■ The cfinsider journal is distributed in electronic format only. You can view back issues of this newsletter. [Click Here](#).

■ Opinions and ideas in cfinsider are intended for information only, and not meant to be used as legal advice. Statement of fact and opinions made are the responsibility of the authors and do not imply an opinion on the part of CISA, its officers, the editors or its members.

■ Member articles about interview and interrogation published in cfinsider, qualify for Continuing Education Credits.

■ Should you have any questions on obtaining recertification for your CFI designation, please [click here](#) to contact CISA.

