

Regional Municipality of Niagara (Ontario) and the Prepare Training® Program – Trevor Ward

Introduction

This case study of Regional Municipality of Niagara is based on an August 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“I have received positive comments back from trained staff on how they have successfully applied the techniques they learned through the Prepare Training® program.”

“CPI improved staff de-escalation skills, improved overall safety, and has become ingrained in our training.”

Challenges

- Sought CPI training to:
 - Improve staff confidence in working with challenging clients
 - Meet regulatory compliance

Environment

- Categorizes their organization as government/public service

Results

- Improved staff skills and confidence by 50–74% since implementing CPI de-escalation techniques
- Achieved return on investment with CPI by improving staff skills and confidence

Company Profile

Company:
Regional Municipality of Niagara

Company Size:
Medium Enterprise

Industry:
Financial Services

About Crisis Prevention Institute

CPI is a standard-setting resource for organizations that serve society's most vulnerable. Their proven model for staff training and personalized support empowers professionals who strive to sustain true cultures of compassion.

Learn More:

[Crisis Prevention Institute](#)