

# City of London (Ontario) and the Prepare Training® Program – Jason Westbrook

## Introduction

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



“CPI provides very practical information and trainings.”

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

“CPI training has made our staff more aware of people’s behaviors. This knowledge helps them provide better customer service.”

## Challenges

- Sought CPI training to:
  - Reduce disruptive incidents
  - Improve customer and employee interactions
  - Improve staff confidence in working with challenging clients
  - Improve staff skills in managing behaviors

## Environment

- Categorizes their organization as government/public service

## Results

- Achieved return on investment with by:
  - Reducing disruptive incidents
  - Improving customer and employee interactions
  - Improving staff skills and confidence

### Organization Profile

Organization:  
**london.ca**

Organization Size:  
**State & Local**

Industry:  
**Government**

### 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](#)