

New Beginnings – Ontario

Introduction

This case study of New Beginnings is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“CPI established mutual respect and confidence. The staff is more confident and the clients have more faith and confidence in them. Overall, the atmosphere is positive and uplifting. We are a correctional facility with the feel of an educational center.”

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

“I have utilized Nonviolent Crisis Intervention® training techniques for the duration of my 20+ year career. During this time I have witnessed social interventions evolve into professional and therapeutic rapport. The approach and philosophy of the program instills insight, respect, and awareness that seems to be lacking in similar programs. I utilize these techniques in everyday life—not only in the workplace.”

Challenges

- Sought Nonviolent Crisis Intervention training to:
 - Improve staff skills in managing behaviors

Environment

- Categorizes their organization / environment as a juvenile corrections facility.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by:
 - Meeting regulatory compliance
 - Improving staff skills and confidence

Organization Profile

Organization:
New Beginnings

Industry:
Non-profit

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:

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