

# Kerry's Place Autism Services – Ontario, Canada

## Introduction

This case study of Kerrys Place Autism Services is based on a March 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“I have been using and teaching CPI strategies for 25+ years!”

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

“CPI training improved my organization’s HCAHPS score.”

“CPI is very accommodating to meet our needs in enhancing the lives of the people we support. I have called the CPI office on many occasions over the 25 years I have been a Certified Instructor. I have always reached a very knowledgeable support person and always get an answer to my questions and concerns. CPI helps us individualize support for our clients with a positive, proactive approach.”

“CPI has given our staff the tools and confidence to use these nonviolent practices. Our clients directly benefit from the CPI teachings as we focus more on the proactive approach and place an emphasis on positive behavioral supports.”

## Challenges

- Sought Nonviolent Crisis Intervention® training to:
  - Meet regulatory compliance
  - Reduce workplace violence rate
  - Reduce worker compensation claims
  - Improve organizational culture
  - Improve staff confidence in working with challenging clients
  - Improve staff skills in managing behaviors

### Company Profile

Company:  
**Kerrys Place Autism Services**

Company Size:  
**Medium Enterprise**

Industry:  
**Transportation Services**

## Environment

- Categorizes their healthcare organization as behavioral.

## Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Agrees that the enhanced content has helped with the following:
  - Their trainings are more relevant for more staff
  - They can train more staff now that the content is relevant for more staff
  - The Decision-Making Matrix helps their staff analyze the degree, likelihood, and potential outcomes of risk behavior
  - The RESPONSE Continuum helps their staff consider how they can best help an individual decelerate when behaviors have potential risk
  - The Opt-Out Sequence helps their staff reduce the duration and restrictiveness of physical engagement
  - The Physical Skills Evaluation Framework helps their staff consider the safety, effectiveness, acceptability, and transfer-ability of any physical intervention
  - More options are available to reduce risk behavior.

### 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](#)