

Community Living West Nipissing – Ontario

Introduction

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



“The information that CPI teaches is highly beneficial for everyone!”

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

“After implementing CPI training, I see the confidence shine in employees who know they will be working with challenging behaviors!”

Challenges

- Sought Nonviolent Crisis Intervention training to improve staff confidence in working with challenging clients.

Environment

- Categorizes their mental health organization as a group home.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 100% since implementing CPI training.
- Reduced worker compensation claims by over 50% as a result of implementing CPI techniques.
- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by improving staff skills and confidence.

Organization Profile

Organization:
**Community Living West
Nipissing**

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:

[Crisis Prevention Institute](#)