

Community Living Timmins – Ontario

Introduction

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



“It works! I’ve seen the difference CPI has made in our agency. Everyone has benefited from taking this. Even our president of our board and our executive director have taken this course. We believe in it from the top down and vice versa.”

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

“CPI has made a difference in the lives of our staff and clients in that our staff have more patience and don’t personalize acting-out behavior. In addition to this, our staff gets involved early so that the person’s anxiety is defused before they can escalate.”

Challenges

- Sought Nonviolent Crisis Intervention training to:
 - Meet regulatory compliance
 - Reduce workplace violence rate

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.
- Achieved return on investment with CPI by:
 - Meeting regulatory compliance
 - Reducing injuries
 - Reducing worker compensation claims
 - Reducing staff turnover
 - Reducing liability
 - Improving staff skills and confidence

Organization Profile

Organization:
Community Living Timmins

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](#)