

The Hope Centre (Ontario) and the Prepare Training® Program – Brenda Lanigan

Introduction

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



“CPI provides usable information that is relevant in today’s workplaces.”

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

“CPI provides us with skills, which in turn creates confidence in working with difficult individuals.”

Challenges

- Sought CPI training to:
 - Reduce disruptive incidents
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors
 - Meet regulatory compliance

Environment

- Categorizes their organization as a nonprofit.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Improved staff skills and confidence by 75–99% since implementing CPI de-escalation techniques.
- Achieved return on investment with CPI by:
 - Reducing disruptive incidents
 - Improving staff skills and confidence
 - Meeting regulatory compliance

Organization Profile

Organization:
The Hope Centre

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](#)