

# Richmond Addiction Service Society – British Columbia

## Introduction

This case study of Richmond Addiction Service Society is based on a May 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.

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

“Confidence!”

## Challenges

The business challenges that led the profiled organization to evaluate and ultimately select Crisis Prevention Institute:

- Sought Nonviolent Crisis Intervention training because of the following:
- Improve staff confidence in working with challenging clients

## Environment

The key feature and functionality of Crisis Prevention Institute that the surveyed organization uses:

- Categorizes their mental health organization / environment as an outpatient center.

## Results

The surveyed organization achieved the following results with Crisis Prevention Institute:

- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by:
  - Meeting regulatory compliance

### Organization Profile

Organization:  
**Richmond Addiction  
Service Society**

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](#)