

# Sudbury Developmental Services – Ontario, Canada

## Introduction

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



“As an agency, we have been teaching the CPI training material for over 26 years, thus we know its benefits. CPI also provides a good base in staff development, helping them increase their confidence and understand the individuals we serve.”

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

“CPI has made a difference for our staff and clients as the staff cope with so many variables. Now they see that our clients do not feel the need to be defensive, as our clients know that the staff are there to provide the best Care, Welfare, Safety, and Security.”

## 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

### Organization Profile

Organization:  
\*Sudbury Developmental Services \*

Industry:  
**Non-profit**

## Environment

- Categorizes their mental health organization as a group home.

### 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](#)

## 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.
- Agrees that the enhanced content has helped them, their staff, and their organization.
- 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