

# City of Ottawa (Ontario) and the Prepare Training® Program – Renee Leger

## Introduction

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



“I believe in CPI’s methodology!”

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

“The heightened awareness raised during refresher sessions with staff has provided them with the renewed confidence in recognizing and managing escalating behaviors, then applying appropriate interventions.”

## Challenges

- Sought CPI training to:
  - Reduce disruptive incidents
  - Reduce workplace violence
  - Reduce injuries and liability
  - Improve customer and employee interactions
  - Improve staff confidence in working with challenging clients
  - Improve staff skills in managing behaviors

### Organization Profile

Organization:  
**City of Ottawa**

Organization Size:  
**State & Local**

Industry:  
**Government**

## Environment

- Categorizes their organization as government/public service

## Results

- Improved staff skills and confidence by 50–74% since implementing CPI de-escalation techniques
- Achieved return on investment with CPI by:
  - Reducing disruptive incidents
  - Reducing injuries and liability
  - Improving customer and employee interactions
  - Improving staff skills and confidence

### 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](#)