

# Family and Children's Services of Saint Thomas and Elgin (Ontario) and the Prepare Training® Program – Donna King

## Introduction

This case study of Family and Childrens Services Of Saint Thomas and Elgin is based on an August 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.”

## Challenges

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

## Environment

- Categorizes their organization as government/public service.

## Results

- Achieved return on investment with by:
  - Reducing disruptive incidents
  - Reducing workplace violence
  - Improving staff skills and confidence
  - Meeting regulatory compliance

### Organization Profile

Organization:  
**Family and Childrens Services Of Saint Thomas and Elgin**

Organization Size:  
**State & Local**

Industry:  
**Government**

### 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](#)