

Vantage Community Services – Alberta

Introduction

This case study of Vantage Community Services is based on a March 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.”

“Staff confidence has increased greatly which has allowed them to intervene more quickly. Staff is better at recognizing signs when a client is showing signs of anxiety, and are able to intervene before a crisis develops more often. Clients are feeling staff listen more.”

Challenges

- Sought Nonviolent Crisis Intervention training because of the following:
 - 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

Environment

- Categorizes their mental health organization / environment as a group home.
- Provides refresher training to their staff every We don't do refresher training.

Results

- Reduced challenging/disruptive behaviors by 30–39% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions by 100% since implementing CPI Training.

Organization Profile

Organization:
Vantage Community Services

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](#)