

Commission Scolaire de Laval – Québec

Introduction

This case study of Commission scolaire de Laval is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“As a result of CPI training, our staff feel more competent to respond to crisis situations.”

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

Challenges

- Sought Nonviolent Crisis Intervention® training to:
 - Reduce workplace violence rate
 - Reduce worker compensation claims
 - Improve organizational culture
 - Improve staff confidence in working with challenging student behaviors
 - Improve staff skills in managing behaviors

Environment

- Categorizes their school as:
 - An urban school
 - A public school
 - A special education school

Results

- Reduced challenging/disruptive behaviors by 30–39% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 50–74% since implementing CPI training.
- Achieved return on investment with CPI by improving staff skills and confidence.

Organization Profile

Organization:
Commission scolaire de Laval

Industry:
Educational Institution

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](#)