

# Bright Oaks of Aurora (Illinois) and Dementia Capable Care

## Introduction

This case study of Bright Oaks of Aurora is based on a September 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“The feedback from staff after attending the Foundation Course is positive. They report having a better understanding of dementia care and of working with people displaying a range of behaviors. The staff are doing a great job of engaging residents in meaningful activities.”

“DCS has improved staff skills in promoting positive behavioral responses with clients.”

“DCS gives our facility a competitive edge, which yields a solid marketing advantage.”

“DCS offers great training programs and great support for instructors.”

## Challenges

- Sought DCS training and consulting to:
  - Build or expand a facility or program

## Environment

- Describes their memory care environment as a dementia care unit.

## Results

- Improved their dementia care practices by over 75%.
- Using DCS training resulted in:
  - Improved provisioning of person-centered care
  - Improved resident engagement in meaningful activities
- Achieved return on their investment with DCS by:
  - Improving staff, resident, and family relationships
  - Improving staff skills and confidence in managing challenging behaviors
  - Building or expanding a facility or program

### Company Profile

Company:  
**Bright Oaks of Aurora**

Company Size:  
**Small Business**

Industry:  
**Health Care**

### 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.

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