

# Peel District School Board, Ontario: Cheryl Woolnough

## Introduction

This case study of Peel District School Board is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“School staff are now confident and better equipped to handle situations before they escalate.”

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

“Using CPI training has led to improved student outcomes because of an increase in direct instruction time (For instance, test scores, student grades, graduation rates, etc.).”

## Challenges

Sought Nonviolent Crisis Intervention® training to improve staff skills in managing behaviors.

## Environment

Identifies as a resource teacher who supports a variety of schools, both urban and rural.

## Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraint and seclusion by 75—99% since implementing CPI training.
- Agrees that the enhanced content has helped them, their staff, and their school.
- Achieved return on investment with CPI by improving staff skills and confidence.

### Organization Profile

Organization:  
**Peel District School Board**

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.

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