

Developmental Services Ontario and the Prepare Training® Program – Wanda Hehn

Introduction

This case study of Developmental Services Ontario is based on an August 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“I believe it’s an excellent course that provides people with hands-on training and skills.”

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

“CPI training increased our staff confidence and professionalism.”

Challenges

- Sought CPI training to:
 - 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

- Improved staff skills and confidence by 50–74% since implementing CPI de-escalation techniques
- Achieved return on investment with CPI by:
 - Improving staff skills and confidence
 - Meeting regulatory compliance

Organization Profile

Organization:
Developmental Services Ontario

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](#)