

“ My staff are more confident when disruptive behavior occurs. They feel more equipped with knowledge about how to relate rather than react to our residents. Some of our more timid residents are less timid in actions because they feel the staff have been trained to ‘handle the bullies,’ as one resident stated.

— Director of Behavioral Health, Medium Enterprise Health Care Company

Source: Director of Behavioral Health, Medium Enterprise Health Care Company



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✓ Validated

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