



## About OLV Human Services

OLV Human Services is one of western New York's largest non-profit organizations, offering a variety of educational, outpatient, and residential programs to thousands of underserved children, youth, adults and families each year.



## Looking for Solutions

OVL was **looking for a new training technique** for their pre-school Early Education division and also their Intensive Treatment Program (ITP) which works with students with cognitive and mental health impairments. For the Early Education division, they wanted a training program that would effectively handle intense behavioral issues while maintaining staff safety and fitting with their current philosophies of no restraint or seclusion. For ITP, the goal was to reduce restraint while working within a trauma-informed model.

*"Ukeru benefits everyone - the treaters and the clients, teachers and students. A trauma-informed approach makes sense for everyone."*

**SUZANN  
SIMONCELLI, PT**  
*Director of Community  
Based Professional  
Services*

## Working with Ukeru

OLV recognized that Ukeru was created to work with similar populations at our parent organization, Grafton Integrated Health Network.

Suzann Simoncelli, PT, Director of Community Based Professional Services, said: "The fact that Ukeru worked with similar populations and have faced similar challenges made the approach a great fit for us. **The trauma-informed model was also a key for us. That has long been part of our philosophy so it is a natural fit.**"

## Results

- All Early Education staff trained
- Implemented in **27 classrooms**
- Over **150 staff trained**
- Dramatic drop in staff injuries
- High staff satisfaction

## What's next?

OLV plans to **fully implement Ukeru in their Intensive Treatment Program** within their Intensive Treatment Program and then will be expanding to their K-5 program.

*"Staff like having a unified language when talking about the children we serve."*

**SUZANN SIMONCELLI, PT**  
*PT, Director of Community Based Professional Services*

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Staff  
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