



## About RI International

RI International, a global organization with more than 50 programs throughout the United States and abroad, is a leader of mental health and substance use crisis service design delivery. They offer a variety of services including crisis, outpatient, housing, community support teams, and much more. Their mission is to empower people to recover, succeed in accomplishing their goals, find meaning and purpose in life, and reconnect with themselves and others. The organization's powerful mission is supported by the "RI Way" that holds safety first in all aspects of operations.



I LOVE Ukeru because... at RI International our mission is to empower people to recover, one way to accomplish this is by building relationships with our guests and collaboratively working together towards recovery.

Ukeru protects and can even strengthen this relationship, helping us empower people to recover. Seclusion and Restraint often damage this relationship making it harder to accomplish our mission.

**Matthew Holtsclaw**  
Chief Nursing Officer at  
RI International

## Looking for Solutions

Previously faced with the need to reduce the use of restraint and seclusion and reduce the risk of re-traumatization, RI International was looking for change. Then, one of their board members suggested Ukeru. Ukeru was appealing to staff because of the **heavy focus on culture change and trauma-informed principles** that aligned with RI International's existing values. The partnership with Ukeru also helped RI International meet their other goal to increase objective and subjective safety measures, to ultimately improve staffs' perception of safety.

## Working with Ukeru

RI International began by piloting Ukeru in 2020 in their acute psychiatric crisis facility just outside of Phoenix, AZ. This location consists of a 36 chair crisis observation unit and 32 short term psychiatric inpatient beds. "We initially conducted 10 sessions to train staff. After the initial training, our goal was to train monthly, however, the pandemic and other factors caused some gaps in monthly training. Currently, training is held every two weeks," said *Matthew Holtsclaw, Chief Nursing Officer at the Recovery Response Center in Peoria, AZ.*

Ukeru has now been added to new employee and annual training requirements. So far, 180 people have been trained!

“ Many times when introducing an Ukeru pad to new guests upon admission, they are excited and often impressed that the organization is going to such lengths to reduce seclusion and restraint.

**Matthew Holtsclaw**

Chief Nursing Officer at RI International

## Results

While RI International has always been a leader in “no force first”, partnering with Ukeru has translated into great success for the organization! Since implementing, RI International has seen the following incredible results:

- Reduced seclusions by **40%**.
- Reduced restraints by **40%**.

**40%**

Restraint &  
Seclusion  
Reduction



All-cause guests  
injuries were  
reduced by 80%



Guests appreciate  
the organization's  
hands-off approach

- All-cause guest injuries were **reduced by 80%**.
- Staff **feel more confident and safe** following the training.
- Guests appreciate the organizations hands-off approach.