



Challenge

Maintain the health and safety of residents, improve staff training, and acknowledge performance excellence in an effort to enhance client care.

Market: Healthcare
Location: USA
Partner: All Things IT

Solution

A staff of six full-time security personnel seamlessly manages the facility's hybrid surveillance system, which runs 24/7, using the Avigilon Control Center network video management software (NVMS) with High-Definition Stream Management™ (HDSM). More than 90 Avigilon HD cameras monitor the facility's common areas, athletic fields, playgrounds, parking lots, and perimeter. Avigilon analog video encoders boost the performance of Damar Services' existing analog-based cameras and two Avigilon HD Network Video Recorders (NVR) store up to 30 days of continuous surveillance video.

Benefits

Avigilon Control Center Enterprise NVMS dramatically improves system performance, reliability, and manageability, drastically reducing investigation times. With 24/7 access to high-quality campus-wide surveillance footage, security staff can proactively deploy back-up support if necessary and boost staff's ability to prevent incidents. Damar Services is also able to leverage the Avigilon high-definition surveillance system as a training tool by extracting footage to highlight learning opportunities. The Avigilon high-definition surveillance system integrates seamlessly with the organization's existing IT infrastructure for added efficiencies.

- **Faster investigation times**

- **Better incident prevention**

- **Improved client services**

Featured Products



ACC Software



HD Dome Camera



Analog Video Encoder



Network Video Recorder

Avigilon High-Definition Surveillance System Boosts Campus Security and Provides Support and Training Tool for Residential Care Facility Staff



When Damar Services was founded in 1967, many people with developmental disabilities or severe behavioral challenges experienced life in state mental institutions, faced with little hope of achieving independent living. By 1970, Damar Services opened its main residential facility in southwest Indianapolis and welcomed residents whom other service providers were unable or unwilling to serve. With a 96 percent success rate, Damar Services remains dedicated to helping clients realize their potential and achieve independence. To maintain the health and safety of its residents, Damar Services recently upgraded to the Avigilon high-definition surveillance system for improved image clarity, greater coverage, and ease-of-management in an effort to more effectively resolve potential conflicts and meet its clients specialized needs. At the same time, Damar Services has successfully leveraged its high-definition surveillance system as an effective staff training and validation tool.

Health and Safety

With more than 800 caregivers on staff, Damar Services offers a variety of professional treatments and services to 145 clients at its main campus and at a growing number of home sites across central Indiana. To protect the health and safety of its residents, Damar Services relies on a campus-wide surveillance system to monitor activity across the entire main site. “Our primary surveillance goal is to support our employees in their efforts to ensure the health and safety of residents who are at varying stages of their successful development and are learning to navigate through the perils of life,” explained Greg Johnson, president and CEO at Damar Services.

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Improving Performance and Reliability

The facility’s previous analog-based surveillance system was unreliable, grainy, and difficult to use, making it next to impossible for Diane Lamond, director of treatment, to extract the information required to understand situations and resolve resident interactions when necessary. “The resolution on our old system was so terrible that we couldn’t identify people,” said Lamond. “But most frustrating was the fact that the system would stop recording for long periods of time without warning, and we wouldn’t realize it until we needed to review footage of an event.”

With a long list of complaints about the previous solution, Lamond knew exactly what she wanted in a new system: improved image clarity; ease-of-management; enhanced searching capabilities; the ability to rapidly switch between live and recorded video; multiple views on one screen for greater coverage; and reliability. Damar Services turned to long-term IT partner AllThingsIT, a local managed service provider of IT solutions for small to mid-sized businesses, who recommended the Avigilon high-definition surveillance system. “Working with the experts at AllThingsIT, Avigilon delivered a product demonstration that was truly amazing — confirming that the system’s performance was miles beyond what we had before,” added Lamond.



Avigilon Protects Residents with Superior Clarity

Covering 46 acres, the main campus at Damar Services includes seven residential buildings, one educational facility, an administration and family service center, recreation complex, maintenance building, and several athletic fields. A staff of six full-time security personnel seamlessly manages the facility's hybrid surveillance system, which runs 24/7 and covers the entire campus, using Avigilon Control Center Enterprise NVMS with High-Definition Stream Management. More than 90 Avigilon HD cameras monitor the facility's common areas, athletic fields, playgrounds, parking lots, and entire perimeter for coverage of the property beyond the campus. The Avigilon high-definition surveillance system leverages the organization's existing IT infrastructure and integrates seamlessly with gate controllers for added efficiencies.

Damar Services also installed Avigilon analog video encoders to boost the performance of its existing analog-based cameras and two Avigilon high-definition network video recorders (NVR) to store up to 30 days of continuous surveillance video. "I have been amazed by Avigilon's image quality and clarity, which is night and day compared to our old system," noted Johnson. "The Avigilon high-definition surveillance system allows us to capture the information we need to monitor the health and safety of our clients and validate our staff's positive performance as they provide specialized care to our clients."

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Ease of Management Improves System Performance

"Using our previous system to search through footage was no fun at all," commented Lamond, who explained that she was unable to pinpoint an exact date and time, but instead had to scan through hours of footage, often without any success. "Using Avigilon Control Center software, I simply click on a specific date and time and I am taken straight to the footage I want to view. The process has been cut from hours to minutes," said Lamond. With the previous system, Lamond would submit service requests and complaints daily, which have been virtually eliminated since installing the Avigilon high-definition surveillance system. Rob Crick, director of resources, explained that the Avigilon high-definition surveillance system has been very straightforward and user friendly. "I scheduled a full day for training, but we ended up only needing 20 minutes." Johnson said that he has seen a dramatic improvement in the organization's ability to zoom in to capture the detail required for successful investigations. With greater image detail, users can better understand the particular nuances of an event that might otherwise appear fine from afar. "Another key feature is the fact that we can have up to 16 views on each monitor in the control room and can easily switch between views or transition to just one view for enhanced analysis of a scene if necessary," noted Crick.

“Since deploying the Avigilon high-definition surveillance system, our eyes have been opened to activities across campus. As a result, we can proactively prevent incidents that might compromise the health and safety of our residents.”

Supporting Staff with Surveillance

The Avigilon high-definition surveillance system has proven to be very useful as an information gathering tool to prevent or resolve problems before they become significant. “We can see things that the staff may not necessarily see and deploy back-up if required,” stated Crick. “We can now better determine what prompted an incident, identify participants, and more accurately determine the truth for quicker resolution.”

A Training and Validation Tool

At the same time, administrators leverage the Avigilon high-definition surveillance system as a powerful training and validation tool in the organization’s ongoing effort to deliver the best care possible. “With a philosophy of continuous improvement, we use our surveillance system as a tool for staff training,” said Johnson. “The Avigilon high-definition surveillance system allows us to highlight learning opportunities in a one-to-one setting with staff, but more importantly, recognize individuals who are following procedures and policies and build upon their success to further improve service.”

A Positive Impact on Service Delivery

The Avigilon high-definition surveillance system has had a dramatic impact on the way Damar Services manages and delivers client service. “Since deploying the Avigilon high-definition surveillance system, our eyes have been opened to all activity across campus. As a result, we can proactively prevent incidents that might compromise the health and safety of our residents,” concluded Johnson. “At the same time, we can mine the information captured by the Avigilon surveillance system to train staff and validate performance in our ongoing mission to help individuals with special needs live more fulfilling, active, and independent lives.”

