

Protecting special needs community with a gift of security.

Thanks to the community's votes, The Arc of Monmouth embraces a new video surveillance system to protect the wellbeing of its clients and staff.



Organization:

The Arc of Monmouth

Location:

Tinton Falls, New Jersey, USA

Industry segment:

Social Services

Application:

Safety and security

Axis partner:

Security 101 New Jersey

The Arc of Monmouth dates back to 1949 when a group of parents formed an association to provide services for their children with intellectual and developmental disabilities (I/DD). Today the agency serves over 1,600 individuals with I/DD and their families each year throughout Monmouth County, New Jersey. The Arc's myriad programs – from vocational training, life skills education, healthcare and social services to an abundance of enriching recreational activities – help their clients develop a sense of pride and accomplishment while they integrate into the community.

As a non-profit that relies on contributions from the community, there was never room in The Arc's budget for a security system. When The Arc heard about the Security 101 Gift of Security program it was delighted to be added to the list of worthy nominees. Once the list was published, the public voted for their favorite organization to get the free AXIS Companion surveillance system installed at their facility.

"Having all these people pulling for us to win created a real sense of community," said Jan Connolly, Director of Development for The Arc of Monmouth. "When we won and received this wonderful gift we all celebrated together."

“Before the Axis system there was no way to monitor who was coming and going from our building. Now we can even see if a client's waiting too long to be picked up and call the transportation service when the driver is late.”

George Martin, IT Manager, The Arc of Monmouth.

Protecting a busy center of activity

Security 101 NJ installed the AXIS Companion system at The Arc Center in Tinton Falls, which serves as the organization's headquarters and recreation hub for hundreds of clients a day. Primarily run by volunteers, the evening recreation activities range from classes on cooking and community living to yoga and movie nights.

“Each day our facility opens at 8 a.m. and often operates into the late evening hours,” says Connolly. “We probably have 400 individuals come through our doors every day. The Axis system gives us a way to monitor all that activity and keep our clients and staff safe and secure.”

AXIS Companion Eye Network Cameras cover the building interiors while AXIS Companion Bullet cameras surveille the exterior. Both HDTV-resolution camera models give The Arc staff sharp video detail across a wide dynamic range of lighting conditions. And both models support IR illumination for capturing anything that might occur at night when the building is closed and totally dark.

Providing extra care for clients

While volunteers who work late in the evening have expressed their appreciation for the added security, The Arc staff is most grateful for how the Axis cameras help them keep a closer watch over their clients.

“Because of the nature of their disabilities, our clients are more vulnerable than most people,” said George Martin. “We want to make sure that no one comes into the building and interacts with them inappropriately or that they inadvertently wander off on their own.”

One particularly useful application of the cameras has been to monitor the drop-off and pick-up area. “Before the Axis cameras we could have clients sitting outside waiting for transportation and we'd have no idea whether they'd been waiting for 20 minutes or two hours,” says Jan Connolly.

“Now we can keep tabs on them and if they've been waiting for an unusual amount of time we can step in and make a phone call on their behalf.”

Having a visual time-stamped record of rides arriving late or failing to show up at all has helped The Arc in handling concerns with parents and transportation companies.

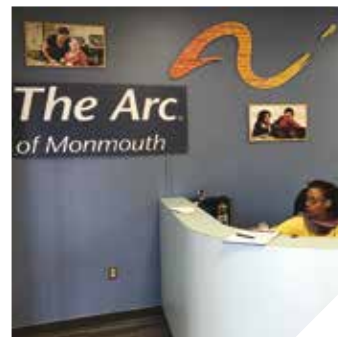
Given that many clients have mobility issues, The Arc Center is also concerned with their physical safety as they enter and exit the building. “If a client should fall on the way into the building, after being dropped off, the security camera lets us see the incident as it's happening,” says Connolly. “We can send staff out immediately and call for medical attention, if needed.”

Other ideas beyond security

Sometimes the Axis cameras catch something totally unexpected, such as the number of deer that wander onto the property at night after the building closes.

“This isn't something we had thought about before,” says Connolly. “But we're in discussion with an Eagle Scout about planting a community garden next to the building as a public service project. Now we might have to consider putting in a deer fence, too.”

This discovery has started The Arc staff thinking about other ways they might use the Axis system beyond safety and security. One idea discussed as a possibility is to record some of their instructors as they run programs as a training tool for new volunteers.



Security 101 NJ pulling cable for the new AXIS Companion solution



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