com sur ™
the missing piece of CCTV

THE FOOTAGE WHISPERER

"SEE WHAT THE CAMERA SAW"

100+ TOPICS - AIRPORTS TO ZOOS

UTILITY VALUE OF COM-SUR™ FOR COUNSELING AND THERAPY CENTERS

WELCOME

AUDIT HOURS OF FOOTAGE IN MINUTES
FIND OUT HOW COM-SUR WILL HELP

CCTV surveillance is common in counselling and therapy centers world over, but footage is often only reviewed reactively. Our company realized this problem early-on and has developed the world's only CCTV video footage auditing software that encourages daily auditing (hours in minutes) of CCTV footage, filling the gap for a complete "workflow". The software works with existing cameras and VMS, regardless of type/brand, and provides a standardized approach for intelligent incident reporting. Our software also offers exceptional investigative capabilities.

'COM-SUR' – THE WORLD'S ONLY CCTV VIDEO FOOTAGE AUDITING, SMART BACKUP, AND STANDARDIZED INTELLIGENT INCIDENT REPORTING SOFTWARE – THE MISSING PIECE OF CCTV

COM-SUR is the world's only CCTV video footage auditing, smart backup, and standardized intelligent incident reporting software that serves as a complete workflow and force multiplier. It helps audit 24 hours of footage in minutes, reduces data size, creates standardized intelligent reports, and delivers business intelligence. COM-SUR helps unlock hidden information in CCTV footage and enables people to gain actionable intelligence, improve homeland security, prevent crime and losses, identify and mitigate threats and hazards, and improve operational efficiency. It empowers people to gain new jobs as CCTV video footage auditors and start new businesses of auditing video footage. Like MS Office, COM-SUR is an enabler that makes it easy to work with CCTV cameras in a standardized way, leading to better decision-making. It also offers exceptional investigative capabilities.

HOW COM-SUR SMARTLY REDUCES 'VIDEO' STORAGE SIZE

COM-SUR employs an innovative approach to smartly reduce the amount of video to be audited and consequently the storage size of videos. Regardless of the video's frame rate, COM-SUR captures a single screenshot of the consolidated 'moment' of 'that' one second, when the I, P, and B frames come together. This method significantly reduces data size without sacrificing vital information. It goes without saying that when multiple cameras are displayed in a grid view, say 4x4, the storage size is further reduced since all the cameras are captured as a single image. Since no suggestion is being made to replace the actual video with screenshots, COM-SUR acts as a wonderful supportive technology both to audit (review) just 86400 frames representing 24 hours and reducing the data size at the same time.

CHALLENGES FACED BY COUNSELING AND THERAPY CENTERS

1. Unauthorized access:

The risk of unauthorized individuals gaining access to the premises can pose a threat to the safety and privacy of clients and staff. This can include intruders, disgruntled individuals, or individuals seeking to cause harm.

2. Workplace violence:

Counseling and therapy centers may be susceptible to incidents of workplace violence, which can involve clients, ex-clients, or individuals accompanying clients. Verbal or physical aggression directed towards staff or other clients can disrupt the therapeutic environment and compromise safety.

3. Client confidentiality breaches:

Counseling and therapy centers deal with sensitive and personal information about their clients. Breaches of client confidentiality, whether intentional or accidental, can harm the trust and privacy of individuals seeking therapy.

4. Theft and property damage:

Valuable equipment, personal belongings, or confidential records within counseling and therapy centers can be targets for theft. Property damage can also occur due to vandalism or break-ins, leading to disruption of services and potential loss of important data.

5. Substance abuse or illegal activities:

Counseling and therapy centers may encounter individuals struggling with substance abuse or engaging in illegal activities. Such situations can pose security risks to both clients and staff, as well as impact the therapeutic environment.

6. Emotional and psychological challenges:

The nature of counseling and therapy work often involves dealing with clients experiencing emotional distress, mental health issues, or crises. These challenges can impact the safety and well-being of both clients and staff if not properly managed.

7. Workplace harassment and conflicts:

Interpersonal conflicts, harassment, or bullying within the counseling and therapy center can create an unsafe environment and compromise the quality of care provided.

8. Emergency situations:

Counseling and therapy centers need to be

prepared for various emergency situations, such as fires, natural disasters, medical emergencies, or incidents involving aggressive or violent behavior. Having appropriate emergency response protocols and systems in place is crucial.

9. Insider threats:

Counseling and therapy centers have to deal with insider threats from disgruntled employees or even unwitting staff who fail to follow proper security and safety measures.

10. Humongous growth of surveillance video:

The exponential growth of surveillance cameras has resulted in an unprecedented surge in surveillance video. Effectively managing this data has become a daunting challenge due to the massive storage capacity required, especially considering the prolonged retention periods necessary for security, incident investigation, or legal purposes. Furthermore, the prevalence of high-resolution video with increasing megapixels compounds the storage demands, making efficient data management an urgent priority for organizations grappling with the immense volume of surveillance footage.

COVID-19 PANDEMIC

The pandemic severely impacted counseling and therapy centers worldwide.
They experienced a surge in demand for their services as individuals sought help to cope with anxiety, depression, grief, and other mental health challenges related to the pandemic and its consequences. Owing to restrictions /lockdowns, many counseling and therapy centers had to shift from in-person sessions to remote services, such as teletherapy or videoconferencing. Guidelines were issued to prevent the spread of COVID-19, but outbreaks still occurred.

USE OF VIDEO SURVEILLANCE AT COUNSELING AND THERAPY CENTERS

Most counseling and therapy centers have video surveillance covering the following areas:

- Entry and exit points

- Reception and waiting areas

- Common areas (group therapy rooms, relaxation areas, playrooms etc.)

- Therapy rooms (with the consent of customers in some specific cases, in order to monitor the therapy sessions for the purpose of training or supervision)

- Staff rooms

- Hallways and corridors

- Parking areas

Further, the concerned stakeholders at counseling and therapy centers generally need to review and analyse recorded CCTV video footage from time to time for investigating incidents and/or accidents, and other issues in order to corroborate evidence as well as assist police/law enforcement agencies.

USE OF VIDEO RECORDINGS FOR TRAINING PURPOSES

In some cases, video recordings of counseling and therapy sessions (recorded with the consent of customers and adhering to

standard confidentiality, privacy, and ethical guidelines) are used for training purposes. Here are some details on how video recordings may be used for training in counseling and therapy centers:

1. Supervision and feedback:

Video recordings of counseling sessions can be reviewed by supervisors or experienced practitioners to provide feedback and guidance to counselors or therapists-in-training. Supervisors can identify areas for improvement, offer suggestions, and help trainees develop their therapeutic skills.

2. Case consultation:

Video recordings can be used for case consultations among a group of counselors or therapists. Trainees can present excerpts from their sessions to seek insights, perspectives, and advice from their colleagues or supervisors. This collaborative approach can enrich the learning experience and promote professional growth.

3. Skill development:

Video recordings allow trainees to observe their own sessions and reflect on their therapeutic techniques, communication skills, and interventions. They can analyze their strengths and areas for improvement, identify patterns, and make adjustments to enhance their effectiveness as counselors or therapists.

4. Ethical decision-making:

Video recordings can be used in training programs to facilitate discussions on ethical dilemmas and decision-making. Trainees can analyze the ethical challenges presented in the sessions, explore different perspectives, and develop strategies for handling such situations in a responsible and ethical manner.

LIVE MONITORING – CHALLENGES

Some counseling and therapy centers have a dedicated control room with operators, set up for live monitoring of CCTV cameras. However, live monitoring comes with its own set of challenges of video blindness, poor attention span, boredom, operator bias, false alerts, and so on.

Moreover, these cameras continuously capture and record humungous amounts of video data. It therefore becomes a daunting task for the operators to review and analyse this data whenever the need arises. Thus, it may be noted that benefits from video surveillance systems can accrue only when they are used optimally, suggestions for which are enumerated further on, in this document.

COMPLIANCE - GENERAL

Conformity or compliance in any organization means adherence to laws and/or rules and regulations, various standards, as well as data storage and security requirements as laid down by government bodies, governing bodies of the respective industry, or the management of the organization. When an organization complies with the requirements mandated by government and/or governing bodies, then it is termed as 'regulatory compliance' which enables the organization to run in a legal and safe manner.

COMPLIANCE - AUDITS

Several organizations carry out compliance audits on a regular basis to avoid the potential consequences of non-compliance.
A compliance audit examines how well an organization adheres to compliance requirements. Some organizations use video surveillance to monitor compliance issues and audit recorded CCTV video footage from time to time for investigating and preventing compliance issues. Auditing CCTV provides actionable insights on the level of compliance within the organization.

AUTOMATED SOFTWARE – WHY THEY WILL NOT WORK IN ISOLATION

In the wake of the Christchurch shooting incident, several high-profile places of worship considered deploying gun detection technology. However, there are concerns about its efficacy, since it may not be able to detect all types of weapons, or the perpetrator could still create damage before being detected. Similarly, automated systems like video analytics, AI/ML can only detect what they have been programmed for. What about the rest? Again, these technologies are prone to triggering huge amounts of false alarms. Also, since the permutation combinations of exceptions can be vast and varied, it becomes almost impossible to automate every kind of exception. Facial recognition technology also raises ethical and privacy concerns, and has been found to produce inaccurate results, especially for certain ethnic groups. Therefore, experts suggest that while automated technologies will continue to grow, human intervention and intelligence will still be necessary to verify alerts and ensure their efficacy.

"CCTV IS NOT ENOUGH – WE MAKE IT WORK FOR YOU"

While it is not being suggested that optimal usage of video surveillance can cure all issues, several issues of the following kind can be addressed by doing just a little 'more' with respect to making the optimal use of video surveillance systems:

- Unauthorized/unlawful activities/visitors

- Customer service issues

- Violence and vandalism

- Unruly staff/customers/outside workers /security guards

- Health and safety issues

- Compliance issues

- Recces/suspicious movements/activities

- Insider job/security lapses

- Accidents/Causes of potential accidents

- Loss/theft

- Intrusions, especially by animals

- Inattentive staff (e.g. guard sleeping)

- Unclaimed/unattended objects

- Issues with female staff or customers

- Cameras/recorder malfunctions

So, what is the 'more' that needs to be done?

1) <u>AUDIT CCTV VIDEO FOOTAGE DAILY AS A STANDARD OPERATING PROCEDURE</u>

'Auditing' means 'seeing' what the cameras 'saw'. Auditing of CCTV footage should be done daily (continuous investigation) to identify potential issues and threats. Auditing is a dedicated and systematic process that helps address challenges related to live monitoring and alert-based systems. Auditing helps in evaluating analyzing incidents to improve existing policies, procedures, and processes. Concerned personnel should be trained to become CCTV video footage auditors, and the audit teams should be rotated to avoid complacency/collusion. Daily auditing of CCTV footage can also help in adhering to the principles of Kaizen and TQM for business improvement.

2) <u>DOCUMENT AUDIT FINDINGS/INCIDENTS</u>

Audit findings/incidents should be documented in a standardized template to find the root cause to prevent future recurrences. Historical data of such findings/incidents can reveal patterns that can help take better informed corrective and preventive action. If all counseling and therapy centers report incidents in a standardized template, relevant authorities can derive business intelligence from the data and take action for the collective benefit of all counseling and therapy centers.

3) <u>ENSURE DISASTER RECOVERY OF CCTV VIDEO FOOTAGE – LIKE A 'BLACKBOX'.</u>

CCTV video footage must be stored at multiple locations in order to ensure that even if the recorder is stolen, destroyed or tampered with the data is never lost. Further, any backed-up

data must easily be searchable and retrievable; else, it is going to be a nightmare finding the relevant video.

4) <u>DISPLAY DYNAMIC INFORMATION AT RELEVANT PLACES</u>

Document and display details of information that is dynamic in nature in relevant areas. For example:

1. List of authorized staff.

2. List of authorized security personnel deployed at the counseling or therapy center.

3. List of potential suspects/miscreants likely to visit the premises of the counseling or therapy center (a 'Watch out' list).

5) <u>USE A POWERFUL NEW SIGNAGE</u>

"WE AUDIT CCTV VIDEO FOOTAGE EVERYDAY".

One size, one color, one powerful message. Across the nation.

<u>DE-CENTRALIZED SURVEILLANCE + CENTRALIZED SURVEILLANCE = OPTIMAL RESULTS</u>

Organizations with multiple locations struggle with centralized video surveillance due to infrastructure cost, internet bandwidth, and operator limitations. De-centralized surveillance offers higher accountability at each location and better situational awareness, leading to more chances of discovering exceptions.

CONCLUSION

"You see, but you do not observe" is a quote by Sherlock Holmes in A Scandal in Bohemia (1891, written by Sir Arthur Conan Doyle). COM-SUR makes 'observation' far effortless and effectual leading to superior results.

"Cameras don't lie" - but how will you know unless you 'see' what the cameras 'saw'? Audit CCTV - why suffer!

Get award-winning COM-SUR now. Don't wait for things to go wrong!