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 ORPHANAGES AND CARE HOMES FOR THE ELDERLY

WELCOME

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

CCTV surveillance is common in orphanages and care homes for the elderly 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 ORPHANAGES AND CARE HOMES FOR THE ELDERLY

1. Unauthorized access:

Unauthorized individuals gaining access to the premises poses a significant security threat to orphanages and care homes for the elderly.

2. Child abduction:

Orphanages may be targeted by individuals seeking to abduct children.

3. Physical assault or abuse:

Physical violence or abuse towards children and elderly residents is a serious concern in orphanages and care homes for the elderly.

4. Theft and burglary:

Care homes for the elderly may be targeted by thieves and burglars due to the presence of valuable belongings and medications.

5. Wandering and elopement:

Some elderly residents of care homes may have cognitive impairments that make them prone to wandering or elopement.

6. Falls and accidents:

Elderly residents of care homes are at a higher risk of falls and accidents, which can result in injuries.

7. Health and sanitation:

Maintaining a clean and hygienic environment is crucial for the health and well-being of children and elderly residents in orphanages and care homes for the elderly.

8. Staff safety:

The safety and security of staff working in orphanages and care homes for the elderly are also important. Implementing safety protocols, providing training on handling challenging situations, and maintaining a secure work environment are necessary to protect the staff members.

9. Emergency situations:

Orphanages and care homes for the elderly 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.

10. Insider threats:

Orphanages and care homes for the elderly have to deal with insider threats from disgruntled employees or even unwitting staff who fail to follow proper security and safety measures.

11. 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 orphanages and care homes for the elderly worldwide. There were increased health risks, with the potential for outbreaks and limited access to healthcare services. Especially in case of care homes for the elderly, the elderly residents faced a higher risk of severe illness and mortality from COVID-19. The pandemic also disrupted daily routines and activities, leading to social isolation and emotional challenges for the children and elderly residents. Staffing shortages and increased responsibilities further strained the resources of orphanages and care homes for the elderly. Guidelines were issued to prevent the spread of COVID-19, but outbreaks still occurred.

USE OF VIDEO SURVEILLANCE AT ORPHANAGES AND CARE HOMES FOR THE ELDERLY

Most orphanages and care homes for the elderly have video surveillance covering the following areas:

- Entry and exit points

- Common areas (hallways, dining areas, recreational spaces, playrooms etc.)

- Medication rooms (applicable for care homes for the elderly)

- High-risk areas (applicable for care homes for the elderly for monitoring elderly residents with cognitive impairments)

- Sleeping quarters

- Staff rooms

- Outdoor areas (playgrounds, gardens, walking paths, courtyards etc.)

- Parking areas

Further, the concerned stakeholders at orphanages and care homes for the elderly 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/other Law Enforcement Agencies.

LIVE MONITORING – CHALLENGES

Some orphanages and care homes for the elderly 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.

REMOTE VIDEO MONITORING OF ELDERLY RESIDENTS IN CARE HOMES FOR THE ELDERLY

Some care homes for the elderly do adopt remote video monitoring of elderly residents. This allows caregivers and staff to keep an eye on the residents from a central location or even remotely. This has several benefits as follows:

1. Safety and Security:

Remote video monitoring allows staff to observe the residents and their activities, ensuring their safety and well-being. It can help detect any potential emergencies, falls, or unusual behavior that may require immediate attention.

2. Remote caregiving:

With remote video monitoring, caregivers can check on residents without physically being present in their rooms or common areas. This can be particularly useful during overnight hours or when staffing levels are limited.

3. Enhanced communication:

Video monitoring systems often come with two-way audio capabilities, enabling caregivers to communicate with residents in real-time. This can help address their needs, provide reassurance, or offer remote assistance when required.

4. Staff efficiency:

By remotely monitoring multiple residents at once, staff members can efficiently allocate their time and resources, ensuring that assistance is provided where needed. This can improve overall operational efficiency and response times.

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:

- Violence and abuse towards children or elderly residents

- Child abduction attempts

- Falls and other events leading to injuries for elderly residents

- Wandering and elopement of elderly residents

- Unauthorized/unlawful activities/visitors

- Vandalism

- Unruly staff/inmates/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

- Housekeeping issues

- Issues with female staff or inmates

- Cameras/recorder malfunctions

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

1) <u>AUDIT CCTV VIDEO FOOTAGE DAILY</u>
<u>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 orphanages and care homes for the elderly report incidents in a standardized template, relevant authorities can derive business intelligence from the data and take action for the collective benefit of all orphanages and care homes for the elderly.

3) <u>ENSURE DISASTER RECOVERY OF CCTV</u>
<u>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</u>
<u>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 orphanage or care home for the elderly.

3. List of potential suspects/miscreants likely to visit the premises of the orphanage or care home for the elderly (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 +</u>
<u>CENTRALIZED SURVEILLANCE = OPTIMAL</u>
<u>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!