

Creating a safe environment for healing & learning with smartphone monitoring 24/7.

Healing Center Haemalgum, creates a healing space free from school violence with Axis cameras.



Organization:

Healing Center
Haemalgum

Location:

Daejeon, South Korea

Industry segment:

Education

Application:

Safety and security,
remote monitoring

Mission

With 'school violence' becoming recognized as a serious social issue, many programs and countermeasures are being pursued to prevent it. Against this backdrop, the 'Healing Center Haemalgum' was opened in July 2013 at a former school facility. Co-founded by the Ministry of Education and the Daejeon Metropolitan Office of Education, it is Korea's first and only center with boarding facilities that provide comprehensive and dedicated support for school violence victims and their parents including customized counseling, education and healing arts programs. To create a safe healing environment Haemalgum Center wanted to install surveillance cameras to allow staff to continuously monitor the facilities and take action immediately when necessary.

Solution

The quality of existing analog cameras was too low for positive identification of subjects displayed on the screens. Because of the limited budget, it was nearly impossible to purchase high-performance cameras capable of covering all the blind spots. After being informed of the center's foundation goals and current

challenges, Axis decided to donate high-quality surveillance cameras since they are deemed critical to maintaining a safe environment where victims of school violence can be healed and prepared to get back to normal life at home and school.

Result

Haemalgum Center deployed different Axis network cameras in strategic places to create a safe environment where participants can safely focus on their healing. HDTV cameras were installed to ensure close monitoring throughout the center including the main building, student dormitory, residence facilities for teachers/staffs and a big playground. Cameras were installed as construction began on the center, which benefited the construction company since they needed to ensure the safety and security of their materials, equipment, and employees. In addition, AXIS Camera Companion was deployed to enable viewing the screens anytime and in any mode. The software also supports smartphone access so that even with limited resources, the safety of facilities, students, and teachers can be effectively monitored.



Safety – a suburban school's biggest headache

In March 2013, the remodeling process to transform a closed school located on the outskirts of Daejeon City into a facility dedicated to the healing of school violence victims got started. Longing for the opening of the center, the education sector, local community and families of school violence victims shared a common concern – 'safety'. Healing of the victims was important. However, the safety management of students while they were staying in the center was also critical to prevent any tragic accidents or disruptions from occurring to the students. Protecting the center against external threats also emerged as an important issue as it was located in an isolated place far away from downtown.

In the Haemalgum Center, the main building (consisting of counseling rooms, study rooms, healing arts rooms, book cafe and cafeteria), auditorium, student dormitory and teachers' residences are all scattered throughout the site. A large playground, gardens and other student activity areas are sparsely located. Considering that each and every place on site should be closely monitored during weekdays and only a few teachers are on duty during weekends to supervise the entire area, a video surveillance system was required that would be capable of multiple functions including exceptional camera image clarity, stable network storage, video modes appropriate for administrators, and smart phone access.

Marketing and technology teams of Axis Korea visited the center's construction site and performed close inspections, which indicated the need for a perfect monitoring environment with no blind spots. Given the center's building structure and each environment subject to video monitoring, 11 different models of HDTV cameras (AXIS P3364-VE, AXIS 1344-E, AXIS M3005-V, AXIS M1014, AXIS M1044-W, etc.) were installed. All of them were high-quality cameras up to 2 megapixels.

Axis Korea completed installation of the surveillance camera system while the center construction was underway. "We thought that it was very critical to install the surveillance and monitoring system to protect construction materials and equipment while at the same time ensuring the safety of the members of the union of

school violence victim's family who were staying on site," said BoKyung Lim, Marketing Manager of Axis Korea. Indeed, unwelcome people were often witnessed around the construction site, which had a stockpile of expensive construction materials. After the installation of surveillance cameras and signage reading "under camera surveillance", however, those people were no longer seen.

24/7 monitoring system, the main contributor to safety management

It's been a year since the opening of the center. Once you step into the teachers' room in the center, the first thing that catches your eye is the 50-inch TV screen on a wall. With the screen, teachers can monitor real-time images transmitted from 11 surveillance cameras. In the initial phase, they used individual PCs to do monitoring whenever necessary, but now a big TV is in place to reinforce monitoring. What kind of benefits does the high-resolution video surveillance and monitoring system provide? Among other things, teachers and students feel emotionally secure just because they know the cameras are there.

Jung-shil Cho, the center head, said, "Our center has no fence surrounding it so anybody can come in if they want. Therefore surveillance cameras make a really big difference." She also added, "We recently had a camping event on the playground with no big concern about security because the surveillance cameras were running and enabling close, continuous monitoring."

Network surveillance cameras also contribute a lot to management of the facilities with a limited number of human resources. "When students go home on weekends, only a couple of teachers remain in the center. But it's reassuring that surveillance cameras are in place throughout the center," said Yoon-chaе Cho, operation support team leader. For their part, students are also careful about their behavior and try not to cause any trouble as they are aware that surveillance monitoring is being operated 24/7 everywhere in the center.





Smartphone monitoring, more convenient than computer

Upon the installation of surveillance cameras, Axis Korea made an effort to not incur excessive additional costs. "It was most challenging to consider the distance from switches and coverage of blind spots at the same time," said Sang-keun Ahn, sales engineer of Axis Korea. That's because cameras need to be installed within 100 meters from a switch to ensure a stable power supply and video transmission with a PoE switch alone without additional equipment such as jump switches.

The Haemalgum Center is greatly appreciating the continued support provided by Axis Korea even after the donation and free installation of cameras. "We had some blind spots around the external lounge, so the camera angle needed to be adjusted. We simply made a phone call and we received kind, professional instruction on what to do and how to do it. So, teachers easily fixed it," said a person at the center. Also the center is very satisfied with the technical support. When a camera is not functioning, engineers are sent immediately to inspect and replace the camera if necessary.

The video surveillance and monitoring system installed at the center adds more value with the application of AXIS Companion software. AXIS Companion is free but has many advantages. It can connect up to 16 cameras, is easily configured and supports various functions. "When I'm out on weekends, I often monitor the center with my smart phone. Also, when I'm alone on duty, if I hear some sounds outside, the first thing I do is to check surveillance cameras on my smart phone", said Yoon-chae Cho, operation support team leader. She also added with her thumbs up, "I think that smart phone monitoring is more convenient because it's easy to use and I keep using it."

Receiving the highest score in the safety evaluation of education facilities

Axis surveillance and monitoring system installed at the Haemalgum Center received a very good evaluation result from the safety inspections recently conducted by the education authorities. In the wake of the Sewol ferry tragedy, extensive safety inspections were conducted on education facilities across the nation.

The center was also subject to the inspections because it is a facility supported by the Ministry of Education and commissioned for operation by the Office of Education and the union of school violence victims' families across the nation. Therefore, there were multiple safety inspections by various institutions including the Ministry of Education, the Daejeon Metropolitan Office of Education and the Korean Educational Development Institute.

Cho Jung-shil, center head, said, "The public officials who came for safety inspections thought very highly of our coverage of camera installations and surveillance monitoring 24/7. They were also surprised at the high quality of TV monitoring and even asked about which camera models and manufacturer we used."

As such, the video surveillance and monitoring system played a significant role in receiving a good evaluation result from the safety inspections. Cho Yoon-cha, operation support team leader, also said, "The teachers having attended the national training on school violence organized by the Korean Educational Development Institute were also very envious about the high quality of our TV screen."

The Haemalgum Center also plans to further reinforce the video surveillance monitoring system going forward in consultation with Axis Korea. As some students are often found to leave the center, new blind spots including the street corner connecting the parking lot to school gate will be additionally covered with surveillance cameras.

"As a private enterprise, our ultimate goal is to make profits. In particular, Axis is maintaining a very strict pricing policy to promote its brand values. However we made a decision that it's worth providing all the possible support to the center and creating social values if our technologies and solutions can help the healing of school violence victims and their healthy return to society", explained SangJun Kim, country sales director of Axis Korea. Axis Korea will also make all the possible support to ensure that the center, as Korea's first and only facility dedicated to school violence victims, can be operated safely so that everyone at the facility can be solely committed to the healing of victims.

School violence is a social crime that must be addressed and the Korean government also has designated it as one of the four social evils that must be eradicated. The first step to that goal will be to provide full support to school violence victims, making sure that they can be healed and get back to normal lives as healthy members of society. The support that Axis Communications has provided to the Haemalgum Center is a good case of showing that video surveillance system can go beyond simple 'surveillance' and become a centerpiece in creating a safe education environment. It is imperative that students suffering from school violence that was committed upon them in insecure locations and areas with no monitoring or protection are able to heal themselves and find the energy to lead healthy lives through a safe, secure experience at the center and through the continuous monitoring by the Axis systems.

"Due to the high-performance surveillance cameras of Axis, both teachers and students can feel secure and enjoy a safe life. We needed to create, not a simple surveillance system, but a safe education environment for the healing of school violence victims. The active support provided by Axis made it possible to realize the goal."

Yoon-chaë Cho, operation support team leader, Haemalgum Center.



Interview: Yoon-chaë Cho, operation support team leader, Haemalgum Center

What kind of contributions is the video surveillance system making to the center's operation?

Our center is far away from downtown, so we have to be very careful about security. Due to the high-performance cameras, both teachers and students feel very secure. Eleven cameras are being monitored 24/7 on the TV in the teachers' room, so our teachers can easily identify what's going on in the center. We are not even concerned about weekends when only a couple of teachers are on duty."

Any other benefits except for safety surveillance?

When some students are found in the corridor or playground during class, we can take immediate action. When they feel hurt or depressed, some students leave the classroom and sit on a bench alone instead of communicating with the teachers. When they are found, teachers go to them right away to give counseling and soothing support. It's very effective to provide maximum care with limited resources.

Aren't students complaining about the surveillance?

Not at all. They even make jokes by saying, "The center has no blind spot." However, we know that they feel secure. They know they are being monitored 24/7, so they think twice before making any unwanted actions. One day, a teacher mediated a quarrel between two students. Both of them argued that the other student hit first. So we showed them the video recordings. Since that episode, no students are telling lies any more.

I heard that you've received good results from safety inspections.

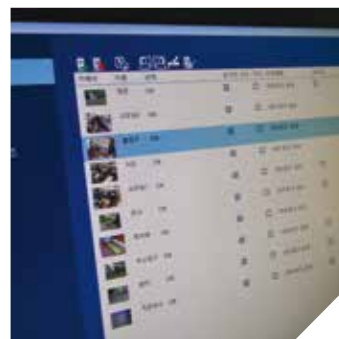
There were multiple safety inspections on education facilities in the wake of the Sewol ferry tragedy. Every time the public officials came for inspections, they expressed their surprise about our surveillance monitoring being operated 24/7 without any blind spots and also about the screen quality, which is as good as HDTV. Since our center is the first facility of its kind in Korea, many parties have shown an interest in us. Once they see our surveillance monitoring system, they continuously praise it.

Any inconveniences in terms of operation or technical support?

The solution (AXIS Camera Companion) is very easy to use and supports monitoring anytime and in any mode. It also enables high-quality monitoring with smartphones. Now I think it's more convenient to monitor the cameras on a smart phone. Axis Korea did a great job on the initial design not to incur any excessive additional costs. Even afterwards, they were very prompt in providing necessary technical support and product replacement. We really appreciate that.

What's your future plan or hope?

It's been a year and new blind spots are being gradually identified. We will consult with Axis to make reinforcements. Whenever I see our students feel secure under the high-performance surveillance and monitoring environment, I feel sorry about regular schools. I think that if they had been equipped with this system, our students wouldn't have suffered from the horrible school violence for such a long time. I hope that schools make more aggressive investments in safety management of their students.



"High-performance video surveillance camera: it's not surveillance but the key to a safe education environment."

Yoon-chaë Cho, operation support team leader, Haemalgum Center.