Baycrest Health Sciences

THE CHALLENGE

Increase security by replacing the unreliable, audio only emergency communication system with newer and easier to locate video emergency intercoms.

THE SOLUTION

Three new towers each outfitted with an Aiphone IX Series emergency video intercom.

CASE STUDY
HEALTHCARE

"The emergency towers have worked very well; the reaction to them has been absolutely positive."

Martin Green
Manager of Security, Telecommunications and, Emergency Preparedness, Baycrest Health Sciences

IX Series

The Situation

Baycrest Health Sciences is a Toronto-based global leader in geriatric healthcare and research with a special focus on brain health and aging. The campus facility includes a 330-bed hospital, 472-bed long-term care and 171-unit residential assisted-living facility, and the internationally recognized Rotman Research Institute on its 22-acre campus. The hospital is also fully affiliated with the University of Toronto.

Campus employees and visitors park in a 500-space lot, which for years had emergency towers with audio-only intercoms directly linked with campus security. **But the intercoms had become unreliable, potentially putting the safety of parkers at risk.**

THE CHALLENGE

Baycrest's security integrator, 3D Network Technology, was asked to recommend and install new parking lot emergency towers that would provide campus security officers with more information about emergency situations.

REQUIREMENTS:

• Let campus security see callers and the surrounding area using video intercoms embedded in the towers

• Ensure parkers could locate the towers from anywhere in the lot

• Keep existing dispatch and phone lines open

THE SOLUTION

The old emergency stations were removed and replaced by three, easy-to-spot towers each outfitted with an Aiphone IX Series emergency video intercom.

With these updates, now when officers in the security operations center (SOC) receive calls for help they not only have the capability to communicate with the caller, but they can also see the person and immediately view the surrounding area. Each tower has two buttons. At Baycrest, the "emergency" button connects directly to the security dispatcher, who then can assess the situation and take appropriate action. The "call" button connects to the security reception desk. There, an officer gives advice on non-emergency issues, such as locating a specific campus building or arranging a jump start for a dead car battery. The system also displays call stations (number and location) for the duration of the call. This allows security to quickly identify the location of the call.

> "I've known Aiphone throughout my 40-year security career and I've always known it to be a reliable product. It was not a big leap to go with the new product. We are extremely happy."
>
> **Martin Green**
> Manager of Security, Telecommunications, and Emergency Preparedness, Baycrest Health Sciences

The main hospital entry is protected by an IX Series door station. It's used to monitor visitors arriving after 9 pm when the door is locked. All station calls go to the SOC, where an officer can see and speak with the visitor before determining whether to remotely buzz the person in. The built-in camera also helps officers stop a practice known as piggybacking, where other, unauthorized people enter the building immediately behind the approved visitor or visitors.

By connecting directly with the SOC, the Aiphone IX Series emergency towers and door station intercoms keep dispatch and phone lines open — and eliminate the expense of adding more lines.

Baycrest also uses eight Aiphone audio-only intercoms at other entries, as well as at the interior door to the memory care ward. There, visitors press a button, answered at the nurse's station, to get in or out.

THE RESULTS

Baycrest now has a reliable emergency presence in the employee/visitor parking lot. Security officers both see and hear activity 24/7 near each blue-light tower and door station. Officers can use tower speakers to provide audio emergency information throughout the lot. Aiphone master stations provide the brightest and best resolution of all flat-panel technologies.

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