



# Honour House Case Study

## Avigilon fosters a secure environment for frontline heroes

Nestled on 120 acres of rolling hills that overlook the South Thompson River, Honour Ranch provides a tranquil retreat for emergency services personnel, Canadian Armed Forces, veterans and their families. Through the gates and up the road sit a collection of cabins where guests can participate in programming and treatment for operational stress injuries, including anxiety, depression and post-traumatic stress disorder (PTSD).

Honour Ranch is a branch of Honour House, a beautiful, fully-renovated heritage home that offers a place of recovery for frontline heroes to stay and focus on their recovery while receiving medical care and treatment in the Metro Vancouver area. At the core of this non-profit organization's mission is the desire to give back to the brave individuals who have made sacrifices to protect others at times when they need it most.

### Customer

Honour House

### Industry

Non-profit

### Benefits

- With the Avigilon Unity security suite, Honour Ranch can proactively detect and respond to events at its remote ranch property using live video feeds from its Avigilon AI-powered cameras and Avigilon Unity Video software. This technology can improve response times when issues such as wildfires, snowstorms or landslides occur.
- Avigilon Unity Cloud Services have revolutionized operations for Honour Ranch by making it possible to monitor the ranch from anywhere, any time. This saves the team from needing to travel to the ranch to check on it. Now, with the Unity Video mobile app, it's possible to keep an eye on things from the comfort of their New Westminster headquarters.
- A unified security operation has helped bring peace of mind and reassurance to guests of the ranch – many of whom are there to work on their mental health. By helping to identify potentially stressful events, the Avigilon Unity system has been instrumental in creating a safe atmosphere for healing.



# Challenge

## Protecting our protectors

Due to the mission of the organization, it is essential for Honour Ranch to foster an environment where guests feel safe, both physically and psychologically. While the remote location of the ranch allows guests to heal in peace, it also poses several security challenges. Operating as a lean organization with just one staff member – executive director Craig Longstaff, who splits his time between Honour House and Honour Ranch – means the ranch property, infrastructure and equipment are often left unattended. Protecting these assets is critical to the ongoing success of the ranch, but as a non-profit, the cost of a video security system that could meet the needs of the organization seemed out of reach.



# Solutions

## Teaming up for our heroes

Motorola Solutions donated an Avigilon Unity security system to Honour Ranch, including Avigilon Unity Video software, Avigilon Unity Cloud Services, H4A IR cameras, H4 PTZ Dome cameras, H4 Video Intercoms and an Avigilon HD Video Appliance.

“Motorola Solutions is a brand that our guests know and trust – most of them rely on the radios to serve as their lifeline while they are on duty,” says Longstaff. “They were the perfect partner to help create a secure space for emergency services personnel, armed forces and veterans to heal.

– Craig Longstaff, Executive Director of Honour House

“The solutions we received offer the video coverage we were looking for, with the flexibility to manage the system from anywhere,” says Longstaff. “As we’re a small team that’s primarily made up of volunteers, it was especially impactful that an Avigilon system could help us protect the ranch and its guests while also making our security more efficient.”

## The Benefits

### Protecting Assets

Before installing an Avigilon Unity system, Longstaff had tried to secure Honour Ranch with third-party video security cameras. Unfortunately, the system frequently failed, and the video quality was so low it was practically useless. This posed a tremendous risk to the organization, as even a single instance of theft, wildfire or flooding can cause a loss significant enough to impact programming at the ranch, which could mean losing the ability to support our first responders and veterans when they need it most. Now, with Avigilon H4A IR cameras and H4 PTZ Dome cameras, the video footage provides clear coverage, night and day.

“When the property is left unattended, we’re easily able to check in on our equipment and vehicles,” says Longstaff. “Even in total darkness, the IR capabilities give us a clear picture of what’s going on. And with those assets protected, we can keep funding going directly towards programming rather than equipment replacements or repairs.”





## Staying connected

The remote location of Honour Ranch and the lean operations of the organization means that there is no security team to monitor the property around the clock, let alone a staff member on-site. Avigilon Unity Cloud Services has made it possible for Longstaff to monitor the ranch and maintain the video management system from anywhere, at any time.

Leveraging the cloud has proven useful for the ranch in numerous types of scenarios, from streamlining daily tasks to responding to natural disasters. In the summer of 2023, the system allowed Longstaff to detect a wildfire approaching the perimeter of the property and review live video feeds, which provided insight into the severity and exact location of the blaze. He was then able to relay this information to the local fire department and share access to the system with the fire chief in the local community so that they could prevent damage to the ranch – all without taking him away from the organization’s New Westminster headquarters.

“We’re seeing faster response times to really critical events on our property,” says Longstaff. “Whether it’s a fire, snow storm or landslide, our Avigilon system gives us the ability to see what’s happening at the ranch so that we can call for help and mitigate damage.”

Outside of significant events such as fires, the Avigilon Unity system helps the organization stay on top of operational tasks, such as keeping track of contractors as they come and go. Through the cloud, Longstaff can give workers directions when they arrive and ensure efficient work is being done on the property, even when he’s not on-site. This has helped the organization limit its operating costs so that funding can go towards programming directly to help more first responders and veterans.

“It’s about peace of mind for us,” says Longstaff. “For any type of issue that comes up, it helps that we can easily jump online and have a look around so that we know whether our property is safe or if we need assistance up there.”



## A safe space for healing

The first priority of Honour Ranch will always be the heroes it helps, and their needs were top of mind when choosing Avigilon products for the ranch's security system. By making a proactive approach to security possible, the analytic capabilities of Avigilon Unity Video and the Avigilon H4A IR cameras have proven to be just what the organization was looking for.

As the programming at the ranch maintains a high degree of privacy and confidentiality, no cameras are placed inside the cabins or areas where guests frequent. While the lack of inside coverage could pose a challenge for some security plans, the ability of the Avigilon system to reliably detect potential threats at the perimeter has successfully overcome this issue.

When an event is identified along the boundary of the ranch, the self-learning video analytics of the H4 PTZ cameras trigger an alert, which Longstaff can then review and pan, tilt and zoom on an object of interest to gain a clear picture of what's going on. This has helped him intercept any unexpected visitors before they reach the cabins, including any wildlife passing through the property.

"Having the H4 Video Intercom at the gate helps us know who is arriving and when, and it allows us to give them directions down the road," says Longstaff. "And if a bear or moose rolls onto the site, the PTZ cameras around our property line alert us so we can notify guests and avoid any potentially stressful situations."

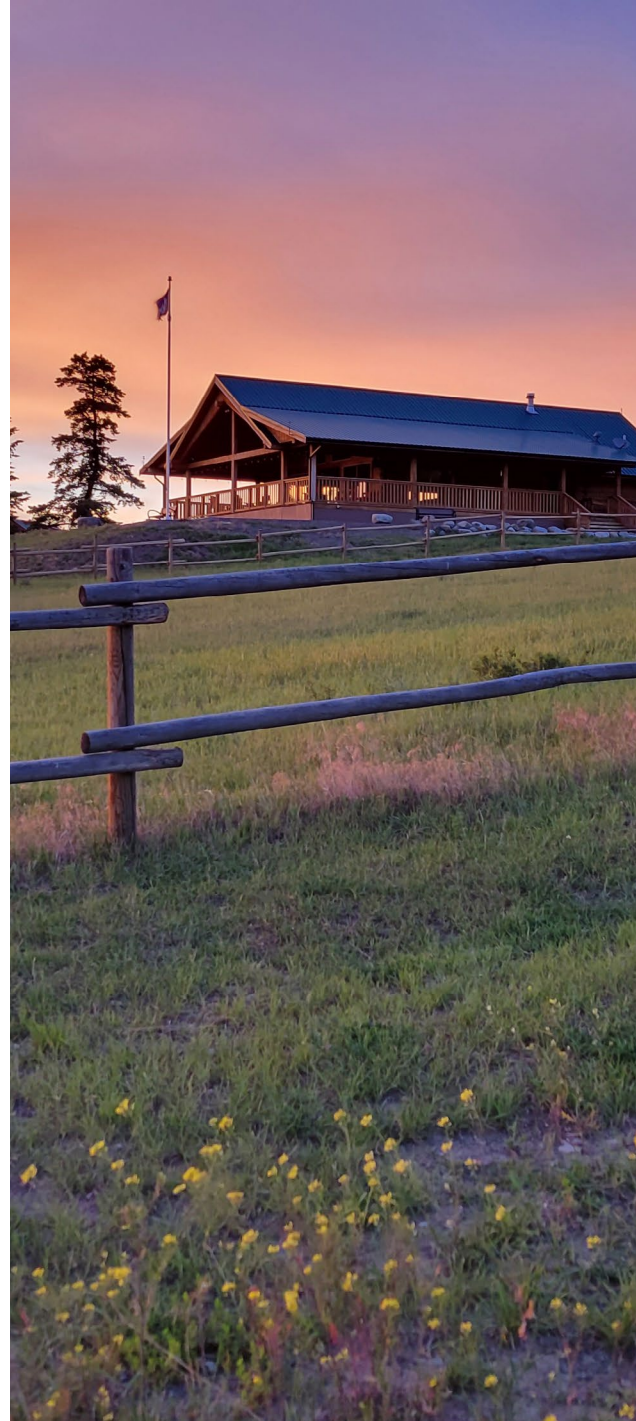
Working through mental health challenges and PTSD requires a safe environment, and the Avigilon Unity system has added a layer of mental safety for the guests of Honour Ranch without sacrificing privacy.

## Conclusion

### A secure future

Adding an Avigilon Unity video security system has been immensely beneficial for Honour Ranch. By providing clear coverage, day and night, and allowing Longstaff to monitor the property from anywhere, the Avigilon solution has resulted in faster response times and enabled him to do more without adding additional people to the organization. It has also helped create a safe and secure environment where guests can heal peacefully.

Going forward, the Avigilon Unity system will be instrumental in helping Honour Ranch as it expands its programming to include equine therapy, as Longstaff will be able to keep an eye on the horses at the ranch and ensure their needs are being met.



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“By helping to alleviate some of the security challenges we face up at the ranch, Avigilon has allowed me to focus on what matters most to our organization, which is helping veterans, active duty armed forces and emergency services personnel.”

– Craig Longstaff, Executive Director of Honour House





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