



BUILDING ON SECURITY EXCELLENCE:

How STEGH enhanced safety and culture with an in-house team and Axon Technology



SITUATION OVERVIEW

Post-pandemic staffing adjustments and safety considerations prompted St. Thomas Elgin General Hospital (STEGH) to rethink its approach to security.

THE CHALLENGE

Located 30 minutes from two major metropolitan hospitals, STEGH has long been a cornerstone of healthcare for its community. For years, the hospital relied on third-party security providers to meet its security requirements, and these partnerships played an integral role in ensuring a secure environment during a time of significant demand. However, the COVID-19 pandemic introduced new challenges that required a fresh approach:

/ INCREASED DEMAND FOR SECURITY PERSONNEL

The competitive landscape for skilled security personnel intensified as regional hospitals adjusted hiring practices to meet rising demand. This necessitated a more flexible and tailored strategy.

/ RISING INCIDENTS

Similar to other hospitals in the province, STEGH faced an increase in substance-related cases, resistance to healthcare protocols, and aggression toward staff, requiring an adaptive and proactive response.

/ EVOLVING NEEDS

As STEGH's environment and requirements evolved, the hospital identified an opportunity to bring security operations closer to its organizational culture and values.

Recognizing that the external environment had changed, and the existing strength of their own culture, STEGH identified the opportunity to transition to a new in-house model to better address emerging challenges and align security operations more closely with its organizational culture and values.

THE SOLUTION

STEGH introduced an in-house security team and equipped them with Axon body-worn cameras to enhance transparency, accountability, and safety. "This isn't just about technology; it's about ensuring our staff, patients, and guards feel supported and protected," explained Daniel Neaves, Director of Facilities Management at STEGH.

The move to an in-house model was designed to build on the strengths of past security efforts while leveraging new tools and strategies to meet the hospital's evolving needs.

THE RESULTS

Innovating on its established security foundation, STEGH leveraged advanced technology and a renewed focus on cultural alignment to address staffing and safety challenges while ensuring continuity of care.

/ ADDRESSING TALENT NEEDS

By hiring their own security team, STEGH was able to recruit talent whose values aligned with the organization. This move enhanced retention and fostered a sense of community within the security team.

/ IMPROVED DE-ESCALATION OUTCOMES

The deployment of Axon body-worn cameras significantly reduced incidents requiring physical intervention. Before the cameras, 1 in 9 calls involved some level of hands-on intervention. After their implementation, only 1 in 14-16 calls required physical intervention. The presence of cameras encouraged calm behavior, helping the team de-escalate situations more effectively.

/ ENHANCED SAFETY AND TRUST

Initially, staff expressed concerns about the use of body-worn cameras, but STEGH leadership addressed these through open communication and daily huddles. These efforts clarified their purpose: to foster safety and trust, not surveillance. Over time, both staff and patients reported feeling more secure thanks to the cameras' presence. "Our goal was to use technology to protect and support, not to monitor unnecessarily," emphasized Neaves.

/ STREAMLINED COLLABORATION

STEGH's adoption of Axon Evidence, a cloud-based evidence-sharing platform, enhanced collaboration with law enforcement during critical incidents. This ensured faster response times and improved outcomes for all involved.

CONCLUSION

St. Thomas Elgin General Hospital's bold decision to overhaul its security operations has paid off for the organization.

"This isn't about pushing technology; it's about enabling it to empower our teams," concluded Neaves. ***"The right tools, paired with the right culture, create a workplace where everyone can thrive. We're proud to lead in this space."***

Enhance your organizational security with Axon.

Learn more at [**axon.com/enterprise**](https://axon.com/enterprise).

