



The Right Security Can Be a Christmas Miracle: A Case Study

How the Susquehanna SPCA Recovered Two Important Packages On a Holiday Morning

Meet the Susquehanna SPCA

Back in 1917, Mrs. William T. Hyde and a collection of other concerned individuals founded the Otsego County SPCA, housing the stray animals under their care in assorted veterinary offices. Just over 100 years later, and after a few moves, rebrands, and renovations, the Louis Busch Hager Animal Shelter stands. The remodeled former motorcycle repair shop now serves as the Susquehanna SPCA's base of operations, caring for homeless and abandoned animals before finding the forever homes they deserve.



The Susquehanna SPCA

Committed to ending animal homelessness and ensuring every companion animal goes to a loving home, the Susquehanna Society for the Prevention of Cruelty to Animals works hard to meet this mission. Its dedicated team handles numerous emergencies wherever animals are involved, hugely impacting the region. They deal quite a bit with sensitive equipment and situations as a part of these efforts. Oftentimes, they are required to store animals involved in cases as live police evidence, and as such, they have reason to protect their facilities and capture events on camera.

In June of 2021, the Susquehanna SPCA completed a move into a new facility to accommodate its mission and the operational needs their work presents more effectively. Part of the new facility's benefits included the opportunity for the nonprofit to improve its surveillance. The organization turned to Directive, their new IT provider, to help them capitalize on this opportunity.

Directive's Expertise Informed the Installation of a Strategic System

The local provider's team assessed the new facility and installed cameras in such a way that maximized available coverage, with all this footage

securely stored and remotely accessible by Directive as needed. These needs would present themselves just a few years later.

On Christmas Day, 2024, Susquehanna SPCA's staff discovered two dogs missing from the facility's kennels... right in the middle of gift opening time for most households.

Susquehanna's Team Immediately Called Directive for Assistance

Executive Director Stacie Haynes can recall how creepy it felt to know someone had broken into the facility in the dead of night and how thankful she was that the Directive team leaped into action so quickly. After placing the call at eight that holiday morning, it was just a few hours before they knew exactly who had broken into the facility to take the dogs.

At this point, law enforcement could be called with the information the camera system provided, and the person their cameras witnessed taking the dogs was arrested. From Haynes' perspective, this case could have very easily gone unsolved if the cameras were not present to record everything that happened.

This Outcome Has Inspired the Expansion of Susquehanna's Security Preparations

The not-for-profit nature of the Susquehanna SPCA—and the fact that “SPCA” is simply a name adopted by numerous independent establishments like Susquehanna, with no overarching organization behind it—means that all expenses must be carefully considered before any investments can be responsibly made. This includes their security. Director Haynes has expressed how she wishes she could assume that people would not take advantage of an organization like theirs. Still, she recognizes that this isn't the reality... especially after the events of Christmas and how helpful the camera system proved to be.

The events of that night and the discovery that two dogs were missing the following day had very much scared the director and the rest of her staff. Their place of work, the place they had trusted to keep the animals and the supplies needed for their care safe, had been breached. The existence of camera footage that revealed just who had done what, when, and how gave her a much-needed answer as to why these events had happened, eliminating so much of the anxiety she and her team felt early that morning.

With This Peace of Mind, the Susquehanna SPCA Would Recommend Directive to Any Business in Need of Security

The knowledge that the humane society's facility is protected leaves no doubt in Director Hayne's mind that she would absolutely—100%—recommend Directive to other businesses as a source of security solutions and assistance, citing the ease and reliability of the team that was there and ready to help... and on Christmas morning, of all days. This reliability makes her feel that she, her team, and the animals in their care are all safer.

As she put it, with Directive helping, her team never feels alone or frustrated.

If being physically secure is something that you'd like for your business, reach out to Directive today at 607-433-2200 or visit www.directive.com to get in touch.