



KNOX BOX Program



This program allows emergency responders to enter a home without damaging doors or windows.

- It will only be used in a fire or medical emergency.
- Public Safety cannot unlock doors simply because someone has forgotten the key or locked themselves out of the house.
- The only persons that have access to the Knox Boxes on BHI are the Public Safety Officers.

Notify us when:
Locks change
&
contact info changes.

Knox boxes are small, steel boxes that are attached to the address bollards and homes on Bald Head Island. The box holds a key and an information sheet and can only be opened by the Public Safety Department with a secure key. Knox boxes give first responders access to your home or business in an emergency. First responders will be able to access your property when it matters most. Removing barriers to entry reduces injuries to responders and minimizes property damage.

New Property Owners: Check around your front entry and the address bollard to see if you have a Knox box. If you have one, you will need to make sure that a copy of your current key and contact information are placed inside the box. You will need to fill out our Knox box form from the Department of Public Safety's website and return it to the Department with a copy of your current key. If you do not have a Knox box or you cannot locate one, please contact Public Safety to see if one has been purchased for your address. You can do that by calling (910) 457-5252 or emailing psadmin@villagebhi.org the PS administrative assistant. If there is not a box for your home, you will need to order one from the company. Then you will need to complete the Knox box form and bring a copy of the current key to the Department of Public Safety. To order a Knox box go to the company website (knoxbox.com). *The correct box for BHI will be the only option and once purchased, will be delivered to the Department of Public Safety.*

Homes Near the Beach: The Village is finding that Knox boxes that are located near the ocean are corroding over time. Please check your Knox box to see if it looks corroded. If you are not sure, or if you need Public Safety to check it for you, you must submit a request so that we can obtain access to your property. You can have yours checked by emailing Chip Sudderth at csudderth@villagebhi.org.

If your Knox box needs to be replaced, you will need to order a new one from the company and provide the Department of Public Safety with a copy of your current house key and the completed.

All Property Owners: For the Knox box program to be successful we need your help in making sure the keys and contact information in the box are up to date and that your Knox box is not rusted or corroded so that it can be accessed if it is ever needed.



Vial of Life Program



This program provides emergency personnel with important information about you.

- Complete the form (online or at Public Safety).
- Fold & place the form in the vial (Public Safety provides vial).
- Place the vial in your refrigerator.
- Put the Vial of Life sticker on your refrigerator (Public Safety provides sticker).
- Emergency personnel now have access to important info in case there is an emergency and you cannot speak.

If you already participate:
Check your form and update it .

A medical emergency may come with little warning and may make it difficult for a person to think clearly or possibly even unable to speak. Emergency personnel who respond to help the person need to know important information such as the person's name, medications being taken, allergies to medications, current and past medical conditions, hearing, and vision difficulties, and who to notify about the emergency.

The Department of Public Safety gives folks the option to participate in the File of Life program as an alternative. Both programs are simple and allow individuals to have medical information ready for emergency personnel to reference during an emergency.

For Vial of Life, a person completes [a form](#) which is then folded up and stored in an empty vial or pill bottle in the refrigerator. A Vial of Life bright red sticker is placed on the refrigerator door to alert the BHI Public Safety emergency responders that a vial is stored inside.

For File of Life, a person completes [a form](#), folds it up, and places it in the magnetic file folder. The bright red magnetic folder is then affixed to the refrigerator door to alert the BHI Public Safety emergency responders to the information in the file.

If you have already participated in the Vial of Life program, please take a moment to review your Vial of Life form to make sure it is up to date, if it is not, you can update it at the Department of Public Safety or download the form online. The Village will be using one form for both programs so that the Public Safety Officers only need to be familiar with one form.

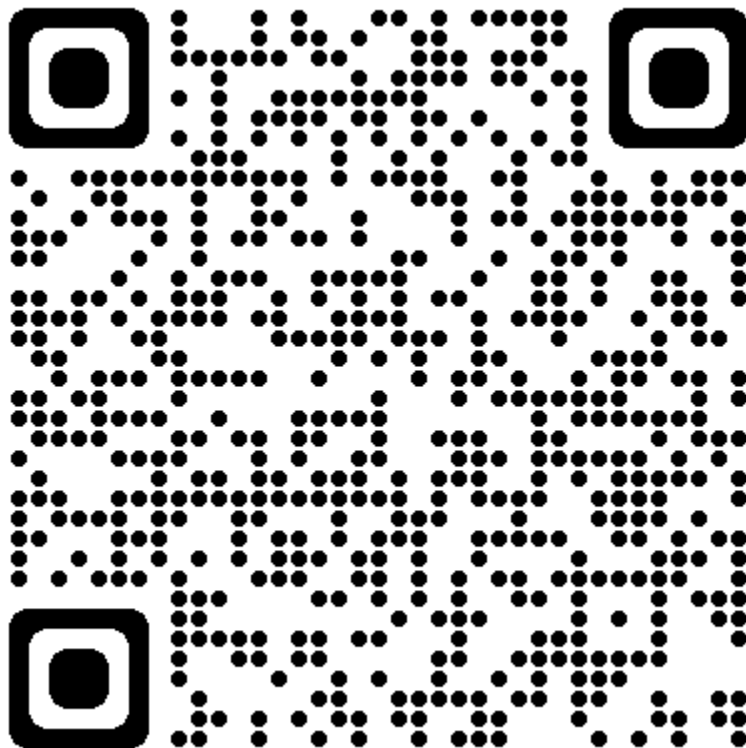
Sign up to receive emergency alerts, updates about specific events (i.e. hurricanes and/or tropical storms) and utility notices via your choice of phone, email, and text.



It's easy to sign up!



Text BHI to 99411



BEACH WHEELCHAIR RESERVATIONS

The Village of Bald Head Island has beach wheelchair equipment available for the recreational use of our residents, visitors, and guests. The Beach Wheelchair can be reserved through the staff at the Village of Bald Head Island Public Safety Department. Reservations can be made two ways, in person at the Public Safety Building located at 273 Edward Teach Wynd, or by filling out the [reservation form](#) (available online) and emailing it to the Public Safety Administrative Assistant.



One of our wheelchairs in action! BHI Conservancy helped a local middle schooler participate on their Barrier Island Botanist fieldtrip in 2023. Two new wheelchairs were donated to the Village in the last few years from Jillian's Jitterbug Foundation.

Individuals making reservations must be 18 years of age or older, hold a valid driver's license, and will be responsible for transporting the Beach Wheelchair to and from the Public Safety Department to their point of use/and or an island residence.

At the time of checkout, the individual must post a deposit of \$1,000.00 in check form, made payable to the Village of Bald Head Island. The Beach Wheelchair must be cleaned and in satisfactory condition upon return. When returned, all parts of the Beach Wheelchair will be inspected. The deposit will be returned to or destroyed at the direction of the reserving individual.

Individuals checking out the Beach Wheelchair agree to keep control over the use of the Beach Wheelchair and maintain it in a secure environment, particularly during inclement weather and at night. Misuse or destruction of the Beach Wheelchair will be considered damages to the Village Property and subject to

applicable laws pertaining to such misuse or damage. Forfeiture of the deposit may occur to compensate for misuse or damage.

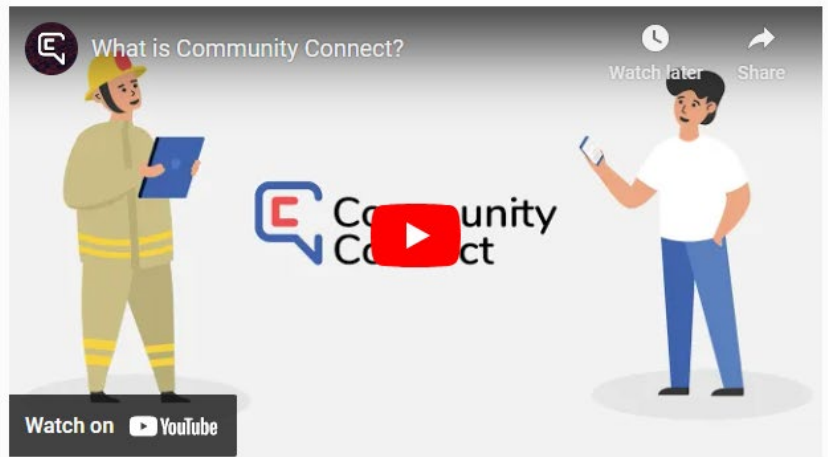
The Village of Bald Head Island and its departments shall not be liable for the personal injury incurred while the Beach Wheelchair is in the possession of the reserving individuals or representative(s).



Community Connect is a free, secure, and easy to use platform that allows you to share critical information about your household that will aid first responders and emergency response personnel when responding to your residence. By providing information about your household that you feel is important for us to know about at the time of an emergency, we can ensure you and everything you care about is protected to the best of our ability.

HOW DOES IT WORK?

- 1 Create an account**
Sign in for free and get started doing your part. It just takes your email, phone number and address.
- 2 Enter the info that matters most**
Enter valuable information that can help us assist more effectively during an emergency.
- 3 Help your Fire Department when seconds count**
That's it. Just keep us updated when things change overtime so we can always be prepared.



WHAT KINDS OF INFORMATION CAN I PROVIDE?



Your Property

Understanding critical information such as your residence type, whether or not you have fire sprinklers, or designated family meeting places, improves our ability to respond and make decisions during an emergency.



Your People

Let us know who is best to contact in case of an emergency. Your contacts can help us with everything from access, to how to deal with potential hazards or locate occupants. Getting in touch helps us better communicate at the time when it's needed most.



Your Needs

If you or members of your family have mobility or other types of functional needs that may require additional assistance, letting us know means we can plan accordingly and respond more quickly to those needs.



Your Pets

Your pets are part of the family too. We want to make sure that we are able to evacuate pets and best handle them as best we can during an incident. Tell us about any type of pet at your residence - even take a photo so we can spot them easily!



HOW SECURE IS MY DATA AND HOW IS IT USED?

Data that you provide Community Connect is secure and is used only for the purpose of better serving you during emergency situations. Your information is never used for any other purpose. All logins are password protected with bank level encryption and security. If you're comfortable logging in to your online bank you'll be comfortable logging in to Community Connect.