

# Residential Lockbox Program

Fruitport Fire Department's residential lockbox program is designed to expedite access to senior/handicapped adults in their own homes during medical or other emergencies. The lockbox program also reduces the likelihood of property damaged caused by first responders forcing entry into a home in response to an emergency call.

In many emergency situations, an individual who calls 911 may not be able to open their door when firefighters arrive. This is especially true with senior citizens that suffer a fall, stroke or heart attack. In these instances, every second counts. Currently, firefighters must break through a door or a window, causing damage and costing money and valuable time.

**The lockbox program is open to all eligible Fruitport residents who either live alone or are left alone on a regular basis...**

-  Elderly or Physically Handicapped
-  Senior Residents with a major medical problem which may result in the need for immediate assistance due to being incapacitated or unconscious.

## Frequently Asked Question's

### How is this program funded?

This program is funded by Fruitport Fire Department and donations received from local businesses, organizations, and associations.

### How does the program work?

1. The eligible participant will contact the Fruitport Fire Department and be provided with the requirements for installation of the lockbox.
2. A time and date will be scheduled for installation of the lockbox, at which time a spare house key to the door being accessed will be made available.
3. The Fire Department will determine the best location for the lockbox that allows quick access for emergency responders, but is not readily visible to typical street or pedestrian traffic.
4. The lockbox will only be used during an emergency call, and when responders can't make entry without using force. At no other time will the lockbox be used or will entry be made without authorization.
5. There is no cost to participate in the Lockbox Program, other than the cost of a spare key to the door that will be accessed.
6. A participant may withdraw from the Lockbox Program at any time by contacting the Fire Department. The lockbox will be removed from the residence and the key is returned to the participant.
7. Participants will be contacted annually to insure our records stay current. (e.g.- resident relocates or door locks are changed)