



Bald Head Association ~ “The voice for BHI property owners”

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Who Do I Call?

Non-emergency Calls When You're Not On BHI

Recently, a property owner needed BHI Public Safety dispatched to her house for an alarm going off while she was away. When you call 911, your phone's location is identified and the nearest dispatch to your location answers the call. In this case, however, the property owner was not on BHI. *What do you do?*

Let's be very clear. **For all emergencies, always call 911.**

Back to this example scenario. BHI Public Safety has a non-emergency number for just this type of situation. It's the Brunswick County dispatch number, and it's **910-253-7490**. It's the same dispatch station as if you had called 911 from BHI. It's the same dispatch protocol, and the dispatch operator will ask, “What's your emergency?” For this example, you would respond that this is for a non-emergency situation on Bald Head Island. The appropriate personnel will then be dispatched.

This is a good time to remind everyone about 911 calls. Anyone on Bald Head Island needing an emergency vehicle dispatched to a scene is instructed to call 911. Tell the dispatch operator that you are on Bald Head Island and whether the call is an emergency or non-emergency. **DO NOT** drive to the Public Safety Complex with someone who needs emergency medical assistance; this only delays emergency response time. The fastest way to get help is to call 911 and wait for emergency responders to come to you. Response time of BHI's Public Safety averages just a few minutes.

There are additional situations where a call to 911 is important for a variety of reasons. First, what situations warrant a 911 call on BHI? Here are some examples:

- Underaged driver
- Reckless driving
- Illegal fishing in **ANY** lagoon/pond on BHI
- Harassing or feeding any wildlife
- Incessant dog barking, particularly at night
- Not following the “No Wake Zone” in BHI Creek

For situations such as these, you are asked to call 911 — tell the dispatch operator that you are on Bald Head Island. If it is a non-emergency call such as one of the examples above, tell the operator that this is a non-emergency call. The Public Safety Department will be notified and dispatched. It is recommended that you **DO NOT** engage with any subjects yourself. Public Safety officers are professionally trained to handle all situations; you are not.

As a barrier island, Bald Head Island presents unique situations. Calling 911 for urgent but not emergency situations is one of them.

Here are some reasons why it's important to have urgent situation calls logged:

- The Public Safety Department can track and learn from response times.
- There is a record of the event.
- The Public Safety Department can learn and track how each situation was resolved.
- The Public Safety Department can determine current and future staffing needs required, based on call history.

It is important to stress that for urgent and emergency calls, **DO NOT** call the Public Safety office — call 911. And **DO NOT** call Village Hall with any emergencies — call 911.