

## Services Provided by the Indigo Run COA Security Department

1. First responder for 911 emergency calls.
2. First responder for 911 medical calls and assists Hilton Head Island Fire Rescue (HHIFR) Medical Units with entry into the home via lock box program.
3. All officers are AED and CPR trained and will assist in lifting a resident who has fallen, provided the officer feels that it is safe to do so and HHIFR does not need to be called for assistance
4. Assist with parking when residents have a large gathering
5. Conduct traffic control during construction to help residents travel with less danger
6. Respond to complaints of wild life and domestic animals
  - a. Nuisance Alligator
  - b. Raccoon out during the day (Possible Rabid)
  - c. Dead animal in the road
  - d. Snake
  - e. Opossum in home
  - f. Bird in home
  - g. Barking Dog
  - h. Dog off leash
  - i. Stray dog
  - j. Nuisance Cat
7. House Checks for residents away from their home
8. Perform health and welfare checks as requested
9. Security will accept packages and items dropped off for residents to pick up later at the security office.
10. Assist residents with small tasks such as light bulb replacement, smoke detector beeping, getting a hard to reach item.
11. Officers can help bring in packages for residents not able to carry items,
12. Officers will help look for your lost pet
13. Jump start a vehicle
14. Escort large trucks to homes and assist with parking to make sure no property damage occurs or driveways are blocked.
15. Respond to complaints of:
  - a. Noise
  - b. Vandalism
  - c. Property damage
  - d. Speeding/reckless driving
16. Set up cameras to monitor suspicious persons as requested by residents
17. The Security Department will make daily telephone calls to residents who would like for someone to check on them.
18. The File of Life is a card which is kept in a red plastic pocket labeled FILE OF LIFE is magnetized to stay on the outside of the refrigerator and lists the patient's name, emergency contact, insurance policy, social security number, health problems, medications, dosages, allergies, recent surgery, religion and a health care proxy. This card enables paramedics to obtain a quick medical history when a patient is unable to offer one. The FILE OF LIFE is furnished by Hilton Head Island Fire Rescue. There is no charge for the File of Life. If you would like one please drive through the main gate on Indigo Run Drive, inside lane, closest to the building and tell the officer you would like one.

To take advantage of any of these services please call the Security Department or check the Indio Run COA website as some of these services are available there.