

Wilmer Police Department Senior Safety Key Lockbox Program

The Wilmer Police Department's Senior Safety Key Lockbox Program is designed to expedite access into homes during a 911 emergency. The key lockbox securely provides a door key so emergency First Responders can enter, reducing the need of using forced entry into a home when the resident is not able to answer the door due to a medical or other emergency.

Eligibility

The Senior Safety Key Lockbox Program is open to Wilmer residents who live alone or are left alone on a regular basis. The individual must be a Senior Adult age 65 or older. A resident younger than 65 with a major medical issue that could render them incapacitated or unconscious may also be considered.

How to Apply

Eligible participants will complete a Senior Safety Key Lockbox Program [application](#) or available at the Wilmer Police Department Dispatch Center, 219 E. Beltline Road, Wilmer, TX 75172. Questions? Call 972-441-6565 Monday-Friday 9:00 a.m. – 4:00 p.m.

The Senior Safety Key Lockbox Program initiated by the Wilmer Police Department is supported by generous donations from local businesses and other donations are appreciated. The lockboxes are provided and installed for a qualifying Senior Adult. The resident will provide a spare house key. A qualified volunteer will install the lockbox. *Note: Lockboxes cannot be installed on apartments or rental property without written consent and voice verification from the owner or authorized manager. Program subject to key lockbox availability.*

How the Program Works

After the application is approved, the Senior Adult will be contacted to discuss the program and schedule a visit to the home. At the time of installation, the spare key will be placed in the lockbox and the unique opening code will be set. Wilmer PD will give the code to 911 Communications so the key may be accessible to First Responders if there is an emergency call to that address. The key lockbox will only be used during an emergency call when First Responders cannot make entry without using force.

The Wilmer Police Department would like to have an officer, Chaplain or other volunteer stop by to check the Senior Safety participant's wellbeing occasionally. A spot designating such desire or to opt out is provided on the Senior Safety Program Application.

A participant may withdraw from the Senior Safety Key Lockbox Program at any time by contacting the Wilmer Police Department. Subsequently, the key will be returned to the homeowner and the empty lockbox will be removed and returned to the police department for future use and the 911 Communications reference will be cleared.