Who to call/When to Call

For Emergencies call 911

What is an Emergency?

An emergency is any situation that requires immediate assistance from the police, fire department or ambulance. Examples include:

- A fire
- A crime, especially if in progress
- A car crash, especially if someone is injured
- A medical emergency, such as someone who is unconscious, gasping for air or not breathing, experiencing an allergic reaction, having chest pain, having uncontrollable bleeding, or any other symptoms that require immediate medical attention
- You experience or observe threats made against person or property

**Important:** If you’re not sure whether the situation is a true emergency, officials recommend calling 911 and letting the call-taker determine whether you need emergency help.

When you call 911, be prepared to answer the call-taker’s questions, which may include:

- The location of the emergency, including the street address
- The phone number you are calling from
- The nature of the emergency
- Details about the emergency, such as a physical description of a person who may have committed a crime, a description of any fire that may be burning, or a description of injuries or symptoms being experienced by a person having a medical emergency

Remember, the call-taker’s questions are important to get the right kind of help to you quickly.
Be prepared to follow any instructions the call-taker gives you. Many 911 centers can tell you exactly what to do to help in an emergency until help arrives, such as providing step-by-step instructions to aid someone who is choking or needs first aid or CPR.

Finally, do not hang up until the call-taker instructs you to.

If you dial 911 by mistake when no emergency exists, do not hang up—that could make 911 officials think that an emergency exists, and possibly send responders to your location. Instead, simply explain to the call-taker what happened.

**Emergency Phones (Blue Phones)**

Emergency phones are located on each campus. These phones are commonly referred to as Blue Phone due to being blue in color. They are freestanding blue poles with a light on top or blue wall-mounted phones. Both wall mounted and free standing phones are marked with “Emergency” on the side. To activate the phones, simply press the emergency call button and an operator will answer. Please use these phones as you would when calling 911, providing the same information as outlined above.

Please follow this link for a link to blue phone locations on each campus.

http://www.cos.edu/StudentServices/Maps/Pages/default.aspx

**For Non-Emergency situations call 730-3999**

What are non-emergency situations?

- You need a door unlocked
- You have lost property or found property
- When the facilities Department is closed (Normally weekends, holidays and after 5PM M-F)
  - Call for climate control issues in the classroom
  - A water break or electrical issue on campus
  - When an elevator on campus in not working.
- For personal escorts
- Your vehicle needs a jump start.
- Any other situation that does not constitute an emergency

For more clarification and other safety tips please go to the district Police Web Page on the COS web site under Student Services/District Police at

Or follow this link for the District Emergency Preparedness Handbook.