Emergency Information
Quick Reference

Office of the Dean of Students | Division of Student Affairs
The University of Texas at Austin

Critical Incident Response Team

CUT
**Safety**

UTPD
911
*(24 Hours)*

[www.utexas.edu/police](http://www.utexas.edu/police/)

Works with the Office of the Dean of Students (DoS) and community agencies to contact students and family members in high priority situations.

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**Psychological Support**

**Counseling and Mental Health Center**

512-471-3515  
*M-F, 8 a.m.–5 p.m.*

**24-hour Telephone Counseling:**  
512-471-2255

[cmhc.utexas.edu](http://cmhc.utexas.edu/)

Provides immediate counseling support to students affected by a family emergency.

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**University Support**

**Office of the Senior Associate Vice President for Student Affairs and Dean of Students**

512-471-5017  
*M-F, 8 a.m.–5 p.m.*

**After Hours and Weekends:**  
DoS/AVPSA may be contacted via UTPD at 512-471-4441.

Provides assistance to students and/or immediate family members, including absence letters, attendance/enrollment options, information and referrals to campus and community resources.
Safety

Austin Police Department & Austin Fire Department
911
Secures emergency medical treatment for injured students.

UTPD
911
(24 Hours)
Contacts DoS. EMS or hospital will contact student’s family if necessary. EMS or hospital may contact DoS for next of kin information.

Psychological Support

Counseling and Mental Health Center
512-471-3515
M–F, 8 a.m.–5 p.m.

24-hour Telephone Counseling:
512-471-2255

cmhc.utexas.edu/
Provides individual psychological support to students.
Provides outreach support to affected groups of students.

University Support

Office of the Senior Associate Vice President for Student Affairs and Dean of Students
512-471-5017
M–F, 8 a.m.–5 p.m.

After Hours and Weekends:
DoS/AVPSA may be contacted via UTPD at 512-471-4441.
Assists students with a variety of immediate needs, restoring their ability to function as a student (e.g., housing, food, books, and emergency funding).
Assistance to students and/or immediate family (absence letters, attendance/enrollment options, and information and referrals to campus and community resources).

Fire or Natural Disaster; Student Displaced from Residence

CUT
1 Safety

UTPD
911
(24 Hours)
www.utexas.edu/police/
Coordinates with DoS for appropriate referrals.

2 Psychological Support

Counseling and Mental Health Center
512-471-3515
M–F, 8 a.m.–5 p.m.

24-hour Telephone Counseling:
512-471-2255

cmhc.utexas.edu/
Provides individual counseling to affected students.

3 University Support

Office of the Senior Associate Vice President for Student Affairs and Dean of Students
512-471-5017
M–F, 8 a.m.–5 p.m.

After Hours and Weekends:
DoS/AVPSA may be contacted via UTPD at 512-471-4441.

Provides information on the university's policy on sex discrimination, sexual harassment, sexual misconduct and nondiscrimination.

Informs students of resources available to them if they believe they have been subjected to discrimination, sexual harassment, or sexual misconduct.

If a student believes he or she is being subjected to sex discrimination, sexual harassment, or sexual misconduct by another student, contact Student Judicial Services (SJS), Office of the Dean of Students, 4.104 Student Services Building, 512-471-2841.

When appropriate, DoS also works with the Office of Equal Opportunity Services (EOS), 512-471-1849.

www.utexas.edu eos/
EOS conducts formal investigations on sexual harassment, sexual misconduct and discrimination concerns.
Safety

UTPD
512-471-4441
(24 Hours)

www.utexas.edu/police/

Secures emergency mental health/medical treatment for student.

APD
911

Secures emergency mental health/medical treatment for student if student is off campus.

Psychological Support

Counseling and Mental Health Center
512-471-3515
M–F, 8 a.m.–5 p.m.

24-hour Telephone Counseling:
512-471-2255

cmhc.utexas.edu/

Counselors available for walk-in crisis
Monday–Friday, 8 a.m.–5 p.m. After hour crisis addressed through 24-hour Telephone Counseling.

Assesses student and facilitates follow-up treatment including hospitalization, if necessary.

Works with on- and off-campus health care providers to coordinate student treatment.

Can provide psychological support to affected students including roommates, friends, significant others and student groups.

Employee Assistance Program
512-471-3366
M–F, 8 a.m.–5 p.m.

Provides consultation, counseling and workgroup interventions for employees impacted by any crisis on campus.

University Support

Office of the Senior Associate Vice President for Student Affairs and Dean of Students
512-471-5017
M–F, 8 a.m.–5 p.m.

After Hours and Weekends:
DoS/AVPSA may be contacted via UTPD at 512-471-4441.

Provides assistance to students and/or immediate family, including absence letters, attendance/enrollment options, and information and referrals to campus and community resources.

DoS also coordinates with the Behavior Assessment Team (BAT) and/or Student Judicial Services (SJS) when appropriate.

Behavior Concerns Advice Line
512-232-5050
(24 Hours)

Provides consultation, counseling and resources to callers to address the behavioral concerns of a member of the university community.
1

Safety

UTPD
911
(24 Hours)

www.utexas.edu/police/

Secures emergency medical treatment for students through University Health Services (UHS) or EMS.

APD
911

Secures emergency medical treatment through EMS for students if illness occurs off campus.

Environmental Health and Safety

512-471-3511
(24-hour hotline)

Addresses issues pertaining to health, biological and environmental hazards.

2

Psychological Support

Counseling and Mental Health Center
512-471-3515
M–F, 8 a.m.–5 p.m.

24-hour Telephone Counseling:
512-471-2255

cmhc.utexas.edu/

Provides psychological support to affected students including roommates, friends and significant others.

Provides outreach support to affected groups of students.

3

University Support

University Health Services
Administration: 512-475-8349
Appointments: 512-471-4955
Nurse Advice Line: 512-475-6877

Works with community agencies to investigate public health threats.

Coordinates with DoS, Division of Housing and Food Service and Office of Public Affairs to communicate to parents, campus, and community of potential health threats.

Provides evaluation, testing and treatment of students, faculty and staff, if appropriate.

Office of the Senior Associate Vice President for Student Affairs and Dean of Students

512-471-5017
M–F, 8 a.m.–5 p.m.

After Hours and Weekends:
DoS/AVPSA may be contacted via UTPD at 512-471-4441.

Provides assistance to students and/or immediate family, including absence letters, attendance/enrollment options, and information and referrals to campus and community resources.

Serious Communicable Disease

CUT
**Safety**

**UTPD**
911
*(24 Hours)*

[www.utexas.edu/police/](http://www.utexas.edu/police/)

Secures emergency medical treatment for students through University Health Services (UHS) or EMS.

**APD**
911

Secures emergency medical treatment through EMS for students if the student is off campus.

**Environmental Health and Safety**
512-471-3511
*(24-hour hotline)*

Addresses issues pertaining to health, biological and environmental hazards, including blood or bodily fluid clean-up.

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**Psychological Support**

**Counseling and Mental Health Center**

512-471-3515
*M-F, 8 a.m.–5 p.m.*

**24-hour Telephone Counseling:**

512-471-2255

[cmhc.utexas.edu/](http://cmhc.utexas.edu/)

Provides individual psychological support to affected students including roommates, friends and significant others.

Provides outreach support to affected groups of students.

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**University Support**

**University Health Services**
Administration: 512-475-8349
Appointments: 512-471-4955
Nurse Advice Line: 512-475-6877

Provides evaluation, testing and treatment of students if necessary.

Processes medical withdrawals if necessary.

Provides community referrals.

**Office of the Senior Associate Vice President for Student Affairs and Dean of Students**

512-471-5017
*M-F, 8 a.m.–5 p.m.*

**After Hours and Weekends:**
DoS/AVPSA may be contacted via UTPD at 512-471-4441.

Provides assistance to students and/or immediate family, including absence letters, attendance/enrollment options, and information and referrals to campus and community resources.
Safety

UTPD
911
(24 Hours)

www.utexas.edu/police/

Secures emergency medical treatment for students through University Health Services (UHS) or EMS.

Interviews students if they choose to file a police report.

Coordinates with Student Judicial Services (SJS) if the alleged perpetrator is a UT Austin student (unless the affected student chooses not to file a student conduct complaint).

APD
911

Secures emergency medical treatment through EMS for students if injury/illness occurs off campus.

Interviews students if they choose to file a police report.

Psychological Support

Counseling and Mental Health Center
512-471-3515
M–F, 8 a.m.–5 p.m.

24-hour Telephone Counseling:
512-471-2255

cmhc.utexas.edu/

Provides psychological support to affected students including roommates, friends and significant others.

Voices Against Violence, a CMHC program, provides counseling and advocacy for survivors of sexual assault, relationship violence and stalking. Advocacy services include assistance with legal, medical and academic services with appropriate referrals when needed.

University Support

University Health Services
Administration: 512-475-8349
Appointments: 512-471-4955
Nurse Advice Line: 512-475-6877

Provides medical evaluations, STD testing, pregnancy testing, emergency contraception and community referrals.

Office of the Senior Associate Vice President for Student Affairs and Dean of Students
512-471-5017
M–F, 8 a.m.–5 p.m.

After Hours and Weekends:
DoS/AVPSA may be contacted via UTPD at 512-471-4441.

Provides assistance, including absence letters, attendance/enrollment options, and information and referrals to campus and community resources.

Behavior Concerns Advice Line
512-232-5050
(24 Hours)

Provides consultation, counseling and resources to callers to address the behavioral concerns of a member of the university community.

Student Judicial Services
512-471-2841

Works with affected students who choose to file a student conduct complaint if the alleged perpetrator is a UT Austin student. A student conduct complaint may be filed without filing a police report.
1
Safety

UTPD
911
(24 Hours)

www.utexas.edu/police/

Works with DoS and community agencies to contact immediate family of the deceased student.

2
Psychological Support

Counseling and Mental Health Center
512-471-3515
M–F, 8 a.m.–5 p.m.

24-hour Telephone Counseling:
512-471-2255

cmhc.utexas.edu/

Provides individual psychological support to affected students including roommates, friends and significant others.

Provides outreach support to affected groups of students.

Employee Assistance Program
512-471-3366
M–F, 8 a.m.–5 p.m.

Provides consultation, counseling and work-group interventions for employees impacted by any crisis on campus.

3
University Support

Office of the Senior Associate Vice President for Student Affairs and Dean of Students
512-471-5017
M–F, 8 a.m.–5 p.m.

After Hours and Weekends:
DoS/AVPSA may be contacted via UTPD at 512-471-4441.

Provides assistance to next of kin/immediate family on behalf of the university to offer condolences and provide relevant assistance (e.g., financial aid issues, accessing a student’s personal belongings, tuition refunds, etc.)

Notifies appropriate university offices (e.g., Academic Deans, Registrar, Student Financial Services, President’s Office, etc.)

Provides assistance to students affected, including absence letters, attendance/enrollment options, and information and referrals to campus and community resources.
Safety

UTPD
911
(24 Hours)
www.utexas.edu/police/

Secures emergency medical treatment for
students through University Health Services
(UHS) or EMS.

APD
911

Secures emergency medical treatment
through EMS for students if illness occurs
off campus.

Psychological Support

Counseling and Mental
Health Center
512-471-3515
M–F, 8 a.m.–5 p.m.

24-hour Telephone Counseling:
512-471-2255
cmhc.utexas.edu/

Provides individual psychological support
to affected students including roommates,
friends and significant others.

Provides outreach support to affected groups
of students.

Employee Assistance Program
512-471-3366
M–F, 8 a.m.–5 p.m.

Provides consultation, counseling and work-
group interventions for employees impacted
by any crisis on campus.

University Support

Office of the Senior Associate Vice
President for Student Affairs and
Dean of Students
512-471-5017
M–F, 8 a.m.–5 p.m.

After Hours and Weekends:
DoS/AVPSA may be contacted
via UTPD at 512-471-4441.

Provides assistance to students and/or im-
mediate family regarding: absence letters,
attendance/enrollment options, safety
planning, and information and referrals
to campus and community resources.

When appropriate, DoS coordinates with
Behavior Assessment Team (BAT) and/or
Student Judicial Services (SJS).

Student Judicial Services, Office of the
Dean of Students, 4.104 Student Services
Building, 512-471-2841

If the alleged perpetrator is a UT Austin
student, SJS investigates any institutional
rule violations. A student conduct com-
plaint can be filed without filing a police
report.

Behavior Concerns Advice Line
512-232-5050
(24 Hours)

Provides consultation, counseling and re-
sources to callers to address the behavioral
concerns of a member of the university
community.
Safety

UTPD
911
(24 Hours)

www.utexas.edu/police/

Secures emergency medical treatment for student through University Health Services (UHS) or EMS.

Environmental Health and Safety
512-471-3511
(24-hour hotline)

University office which addresses issues pertaining to health, biological and environmental hazards, including blood or bodily fluid clean-up.

Psychological Support

Counseling and Mental Health Center
512-471-3515
M-F, 8 a.m.–5 p.m.

After Hours and Weekends:
512-471-2255

24-hour telephone counseling:
512-471-2255

cmhc.utexas.edu/

Provides individual psychological support to affected students including roommates, friends and significant others.

Provides outreach support to affected groups of students.

University Support

Office of the Senior Associate Vice President for Student Affairs and Dean of Students
512-471-5017
M–F, 8 a.m.–5 p.m.

After Hours and Weekends:
DoS/AVPSA may be contacted via UTPD at 512-471-4441.

Provides assistance to students and/or immediate family regarding: absence letters, attendance/enrollment options, safety planning, and information and referrals to campus and community resources.

When appropriate, DoS coordinates with Behavior Assessment Team (BAT) and/or Student Judicial Services (SJS).

Student Judicial Services, Office of the Dean of Students, 4.104 Student Services Building, 512-471-2841

If the alleged perpetrator is a UT Austin student, SJS investigates any institutional rule violations. A student conduct complaint can be filed without filing a police report.

Behavior Concerns Advice Line
512-232-5050
(24 Hours)

Provides consultation, counseling and resources to callers to address the behavioral concerns of a member of the university community.
1

**General**

**University General Emergency Information Line**
512-232-9999

**University Police Department**
911 or 512-471-4441

**Environmental Emergency**
24-hour hotline: 512-471-3511
www.utexas.edu/safety/ehs/index.php

**Fire Emergency**
911
www.utexas.edu/safety/fire/

**University Health Services**
24-hour Nurse Advice Line: 512-475-6877
healthyhorns.utexas.edu/

**Facilities Services Emergency**
512-471-2020

**Behavior Concerns Advice Line**
512-232-5050
24-hour advice line where a report or concern regarding any member of the university community can be reported.
www.utexas.edu/safety/bcal/

**Preparedness Central**
www.utexas.edu/safety/preparedness.html

**Office of Campus Safety and Security**
512-471-5767
www.utexas.edu/safety/

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**Emergency Campus Contacts**

Refer to the following list of emergency contacts if you have specific questions in the event of an emergency or campus closure.

**On-campus Housing**
Division of Housing and Food Service
512-471-3136

**General Emergency Assistance for Students**
Office of the Dean of Students
512-471-5017
deanofstudents.utexas.edu/emergency/

**Course Scheduling/Registrar’s Office**
512-475-7575
registrar.utexas.edu/

**Undergraduate Academic Matters**
512-475-7000
www.utexas.edu/ugs/

**Graduate Academic Matters**
512-471-4511
www.utexas.edu/ogs/

**Faculty Issues**
512-471-4363
www.utexas.edu/provost/

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**Staff Issues / Human Resources Services**
512-471-4772
www.utexas.edu/hr/

**IT Issues**
ITS Help Desk
512-475-9400
www.utexas.edu/its/help/forms/mailform.html

**Office of Public Affairs**
512-471-3151
www.utexas.edu/opa/

**Employee Assistance Program**
512-471-3366
M-F, 8 a.m. – 5 p.m.
Provides consultation, counseling and workgroup interventions for employees impacted by any crisis on campus.