

UMassAmherst

Emergency Support

The Dean of Students Office and Off Campus Student Life are providing this information so you can effectively assist your UMass student tenants in the event of an emergency that would cause you to temporarily relocate them.

What University Staff Can Do when UMass Students Need Temporary Relocation

In the event of an emergency: a fire, a flood, an extreme weather emergency or other similar crisis, we can assist with:

- Access to meals at our campus dining locations
- Interest-free emergency loans
- Communication with students' professors
- Referrals to campus counseling and support services

What Landlords/Property Managers Can Do to Initiate University Assistance

1. Call University Police at (413) 545-2121 to ensure on-call staff members are aware of the off campus emergency. Ask the dispatcher to relay a message to the **Dean On-Call**. The Dean On-Call is available 24/7 and can meet you at the scene to assist students in distress, if it's needed.
2. Prepare a list of your UMass Amherst student tenants by apartment number with contact information. Noting this information during the rental application process will make it easy to identify UMass Amherst students in the impacted living spaces.
3. Identify a space that University staff can gather with students, ideally with Wi-Fi so we can access student information and request assistance from area resources.
4. Communicate with University staff regarding an estimated timeline for re-entry into apartments so we can triage students and determine short and long-term options.
5. Exchange contact information with the Dean On-Call so we can work together over the next few days as students' needs evolve.

Taking these simple, proactive steps can help us all respond in a caring and efficient matter. Please let us know if you have questions or ideas to add to this list of suggestions by emailing us at ocsc@sacl.umass.edu or calling (413) 577-1005.