



**FEMA**

Oct. 16, 2018  
DR-4393-NC FS 019  
FEMA News Desk: (256) 454-3863

# Fact Sheet

## Addressing Access and Functional Needs for Survivors

- During the application process, all eligible applicants for FEMA disaster assistance will have the opportunity to equal access to all FEMA programs and services. Applicants with disabilities who need accommodations must self-identify; FEMA requires a request from or on behalf of the applicant to take action.
- The request for accommodations can be made by calling the disaster assistance help line at **800-621-3362** (voice, 711 or VRS) or **800-462-7585** (TTY) or in person at a Disaster Recovery Center. Multilingual operators are available. Phones are open from 7 a.m. to 11 p.m. local time seven days a week until further notice.
- A survivor who needs accommodations at an upcoming DRC visit may also request assistance through DSA teams who go door-to-door in storm-damaged neighborhoods.
- Disaster Recovery Centers are physical locations where disaster survivors may meet face-to-face with representatives of FEMA; federal, state and municipal agencies; and non-profit groups assisting with disaster recovery. Use the FEMA app or visit [FEMA.gov/DRC](https://www.fema.gov/DRC) to find a center.
- Recovery centers are designed to be accessible to people with disabilities. Centers have assistive technology equipment, such as amplified phones and listening devices for people with hearing loss and magnifiers for people with vision loss. Video Remote Interpreting is available. FEMA documents are available in large print and other formats and languages upon request.
- In-person American Sign Language (ASL) interpreters are available by request by calling or texting **202-655-8824** using a video phone (If possible, please allow 24 hours to schedule an interpreter). The centers also have accessible parking, ramps

and restrooms.

- Survivors may follow these links to access informational videos in American Sign Language:
  - DRCs (ASL) [fema.gov/media-library/assets/videos/111518](https://www.fema.gov/media-library/assets/videos/111518)
  - FEMA assistance does not impact government benefits (ASL) [fema.gov/media-library/assets/videos/111582](https://www.fema.gov/media-library/assets/videos/111582)

###