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FEMA-4362 AL – FS001

Fact Sheet

FEMA Accommodates People with Disabilities at Alabama Disaster Recovery Centers

- All disaster survivors, including people with disabilities, can access resources at Disaster Recovery Centers (DRCs). All DRCs are equipped with tools to accommodate disaster survivors' needs.
- If you have any questions about resources for the disabled or cannot transport yourself to a DRC call the FEMA Helpline at 800-621-3362 to request assistance.

Resources and Services Available at DRCs include:

- Documents in large print and braille for survivors who are blind or have low vision.
- iPads that provide video remote sign language available upon request.
- CapTel phones that display captioning of a conversation allowing the caller to follow along visually.
- Accessible parking, ramps, entrances and restrooms.
- An "I Speak" sign that lists various languages, as well as a contact number survivors can use to call a translator for a preferred language.
- Pocket Talkers (adjustable headphones for survivors with hearing disabilities).

American Sign Language Interpreters are Available:

- If needed, American Sign Language (ASL) interpreters are available to survivors at DRCs as well at any public meetings associated with the disaster in which FEMA may participate. If you want to make sure an interpreter will be available, call the Helpline at 800-621-3362 to determine if ASL assistance will be available.

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Registering with FEMA is the First Step for any Survivor:

- To register for FEMA assistance, call 800-621-3362 or TTY 800-462-7585. Those who use Video Relay Services can call 800-621-3362. Help is available in most languages and phone lines are open from 7 a.m. to 10 p.m. seven days a week until further notice.
- Register online at www.DisasterAssistance.gov.
- Visit a Disaster Recovery Center (DRC). DRCs are located in Calhoun, Cullman and Etowah counties. Locations are available at www.fema.gov/disaster-recovery-centers.

For Additional Information:

The Governor's Office on Disability can provide information on resources for people with disabilities. Call 888-879-3582 or go online at <http://good.alabama.gov>. Another resource is the Alabama Institute for the Deaf and Blind – Talladega Regional Center 256-761-3370. Online: <https://www.aidb.org>.

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Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency or economic status. If you or someone you know has been discriminated against, call FEMA toll-free at 800-621-FEMA (3362). For TTY call 800-462-7585.

FEMA's mission: Helping people before, during, and after disasters.

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The U.S. Small Business Administration (SBA) is the federal government's primary source of money for the long-term rebuilding of disaster-damaged private property. SBA helps businesses of all sizes, private non-profit organizations, homeowners and renters fund repairs or rebuilding efforts and cover the cost of replacing lost or disaster-damaged personal property. These disaster loans cover losses not fully compensated by insurance or other recoveries and do not duplicate benefits of other agencies or organizations. For more information, applicants may contact SBA's Disaster Assistance Customer Service Center by calling 800-659-2955 (Deaf and hard-of-hearing individuals may call 800-877-8339), emailing disastercustomerservice@sba.gov, or visiting SBA's Web site at sba.gov/disaster.