



FEMA

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News Release

FEMA Offers Services to Support Survivors with Disabilities and Access and Functional Needs

Madison, WI – Wisconsin Emergency Management (WEM) and FEMA offer services to support survivors with disabilities and access and functional needs.

Staff are available by phone via the FEMA Helpline or in-person at a Disaster Recovery Center (DRC) to help people access federal assistance programs if they were affected by the late summer storms and flooding. To find a DRC in your area, visit fema.gov/drc.

The DRCs are physically accessible to people with disabilities and others with access and functional needs. DRCs have assistance technology such as amplified phones, caption phones, video phones and listening devices for people who are deaf and hard of hearing. Magnifiers are provided for people who are blind or have low vision. Documents are available in braille and large print.

If you need any of these services when you visit a DRC, or an American Sign Language (ASL) interpreter, let the recovery staff know.

To apply for FEMA assistance, you can register by calling **800-621-3362**, or **TTY at 800-462-7585**. The FEMA Helpline is open from **6 a.m. to 9 p.m. CT, seven days a week**. Operators are multilingual.

Register with FEMA in one of the following ways:

- Online at DisasterAssistance.gov;
- Using the [FEMA App](#); or
- Calling the FEMA Helpline at 800-621-3362 or TTY at 800-46207584, from **6 a.m. to 9 p.m. CT, seven days a week**. Operators are multilingual.

Register with FEMA before the **December 17, 2018** deadline.

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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 800-621-3362 (including 711 and Video Relay callers). If you are Deaf, hard of hearing or have a speech disability and use a TTY, call 800-462-7585 to register. All disaster recovery centers are physically accessible and equipped to accommodate disaster survivors who need communication access. If you require a reasonable accommodations (ASL interpreting, Braille, Large print, etc.) while visiting a Disaster Recovery Center, just ask a FEMA representative.

FEMA's mission is helping people before, during and after a disaster.