



FEMA

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News Release

Disaster Assistance is Equally Accessible to Everyone

FRAMINGHAM, MA – FEMA is dedicated to providing accessible services and assistance for everyone. We offer multiple ways to register for disaster assistance, ensuring that all applicants affected by the severe storms and flooding that took place in Bristol and Worcester counties on September 11-13, 2023 have equal access to programs and services.

FEMA is distributing written information in multiple languages about the application process and available assistance. If you have any accessibility or language needs, let FEMA know.

FEMA Speaks Your Language on the Phone

American Sign Language (ASL) and language interpreter services are available on FEMA's application Helpline at **800-621-3362**. If you use Video Relay Services (VRS), captioned telephone service, or others, give FEMA your number for that service. Language interpreters are also available. Press 2 for Spanish and 3 for other languages. Phone lines operate from 7 a.m. to 11:00 p.m., seven days a week.

Disaster Survivor Assistance Teams

Disaster Survivor Assistance (DSA) teams go door-to-door in affected neighborhoods to help survivors apply for FEMA assistance. They may also help identify potential needs and make connections with local, state, voluntary and other federal agencies.

For those who may not speak English well, DSA teams can connect them to an interpreter service online or in person. Specialists can connect applicants who may be Deaf or Hard of Hearing to an American Sign Language interpreter in person or through Video Remote Interpreting (VRI).

Disaster Recovery Centers

Disaster Recovery Centers (DRCs) provide one-on-one help to apply for disaster assistance and get any questions answered in person. To ensure we are meeting the needs of the whole community, the DRCs are in compliance with the Americans with Disabilities Act (ADA) and provide materials in alternative formats.

Centers are accessible to people with disabilities or who may not speak English well or need American Sign Language (ASL) interpretation services. The facilities are equipped with assistive technology equipment, including Video Remote Interpreting, large print or braille material and amplified listening systems,

If you need a reasonable accommodation, sign language interpreter, or non-English language assistance, please let a FEMA specialist at the center know.

If a disaster survivor cannot travel to the DRC and needs help with an application, a relative or friend can let a FEMA specialist at the DRC know and a home visit can be arranged. Or survivors who cannot travel can call the FEMA Helpline at **800-621-3362** and request a home visit.

Website Accessibility

Survivors may also register for assistance online at DisasterAssistance.gov. All FEMA websites are accessible and have language translation options. FEMA also provides the option to download information as a PDF or Accessible TXT file.

For the latest information visit [4780 | FEMA.gov](https://4780.FEMA.gov). Follow FEMA on Twitter (X) at twitter.com/femaregion1 and at facebook.com/fema.

For updates on Massachusetts response and recovery operations, follow the Massachusetts Emergency Management Agency on Twitter (X) [@MEMA / X](https://twitter.com/MEMA) and Facebook [Massachusetts Emergency Management Agency \(MEMA\) | Facebook](https://MassachusettsEmergencyManagementAgency(MEMA)|Facebook) or visit [Massachusetts Emergency Management Agency | Mass.gov](https://MassachusettsEmergencyManagementAgency|Mass.gov).

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

All FEMA disaster assistance will be provided without discrimination on the grounds of race, color, sex (including sexual harassment), sexual orientation, religion, national origin, age, disability, limited English proficiency, or economic status. If you believe your civil rights are being violated, you can call the Civil Rights Resource line at 833-285-7448.