



FEMA

April 19, 2016

FS015

News Desk: 225-382-1599

Fact Sheet

Resources for People with Disabilities after Louisiana Floods and Severe Storms

All survivors, including people with disabilities, can access resources at Disaster Recovery Centers (DRCs). All DRCs are accessible and equipped with tools to accommodate disaster survivors' needs.

Resources and Services available at DRCs:

- Survivors who are blind or have low vision have access to documents in large print and Braille.
- iPads that are video remote sign language capable also are available upon request.
- CapTel phones that display captioning of a conversation, allowing the caller to follow along visually; amplified phones and TTY.
- Accessible parking, ramps, and restrooms are available to survivors.
- If survivors cannot transport themselves to a DRC, FEMA will arrange a home visit. Call the FEMA Helpline to request assistance at 800-621-3362 or call the accommodations line at **225-382-1739**.

Sign-language interpreters are available

- If you want to ensure that an American Sign Language (ASL) interpreter will be at a DRC to interpret for you, call **225-382-1739**.

Hotline numbers:

- People who need additional assistance can call a telephone hotline to process their requests.
 - **225-382-1739**
 - **TTY call 711**
- If you require ASL interpreting at a public meeting, an inspection or another FEMA public event, call **225-382-1739**.

Registering with FEMA is the first step for any survivor

- Call **800-621-3362** or TTY **800-462-7585**. Folks who use 711 Relay or Video Relay Services may call **800-621-3362**. Help is available in most languages and phone lines are open 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 now open in many of the disaster-designated parishes. Locations are available at www.fema.gov/disaster-recovery-centers.

For additional information:

- Louisiana has several agencies that work with people with disabilities and access and functional needs.
- To learn more, visit the Department of Health and Hospitals online at <http://dhh.louisiana.gov/> or the Louisiana Assistive Technology Access Network at <https://latan.org/index.php/programs-services/emergency-preparedness/23-emergency-preparedness/27-emergency-preparedness-program.html>

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