

External Outreach Center to Open in Lane County to Help Wildfire Survivors

Release Date: October 2, 2020

SALEM, OR – A FEMA External Outreach Center will open Oct. 3 in Eugene in Lane County to assist Oregon residents affected by recent wildfires and straight-line winds. There is also an External Outreach Center in Medford.

The center will accommodate in-person visits, where residents can get information about their application, ask questions about letters they receive from FEMA and have their documents scanned into their case file. The hours of operation are 8 a.m. to 6 p.m., seven days a week.

Representatives from FEMA's Individual Assistance program will be available at the center.

Opening Oct. 3:

FEMA External Outreach Center #2

Lane Events Center
796 W. 13th Ave.
Eugene, Oregon 97402

Hours: 8 a.m. to 6 p.m., daily

Open now:

FEMA External Outreach Center #1

Central High School
815 South Oakdale Ave.
Medford, Oregon 97501

Hours: 8 a.m. to 6 p.m., daily



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To help alleviate the risk of COVID-19 spread through person-to-person contact, wearing a mask or face covering will be required to gain entry and visitors will receive “no touch” temperature screenings. Hand sanitizer will be available to survivors and staff.

Federal staff will wear masks, face shields and gloves. Workstations will be spaced six feet apart to provide an extra level of protection for survivors and staff.

FEMA will ensure that common areas are cleaned regularly during the day and workstations are sanitized after each visitor.

Survivors can visit either the center in Eugene or Medford for in-person help, however, they do not need to visit an External Outreach Center to apply or update their application. They can apply for assistance or update an application in the following ways:

- Call FEMA toll-free at **1-800-621-FEMA (1-800-621-3362)** or (TTY: **800-462-7585**). The toll-free telephone lines operate from 7 a.m. to 10 p.m. PDT, seven days a week.
- Visit DisasterAssistance.gov.
- Check [FEMA's mobile app](#).
- If you use a Relay service, such as your videophone, Innocaption or CapTel, please provide your specific number assigned to that service. It is important that FEMA is able to contact you. You should be aware phone calls from FEMA may come from an unidentified number.
- At any time applicants with disabilities who may require a reasonable accommodation can ask FEMA staff directly or submit their accommodation request via email to FEMA's Office of Civil Rights at FEMACivilRightsOffice@fema.dhs.gov or by calling FEMA's Civil Rights Resource line at (833) CVL-RGHT (833-285-7448).

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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) 711/VRS - Video Relay Service). Multilingual operators are available. (Press 2 for Spanish). TTY call 800-462-7585.



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