

# Disaster Recovery Center Opens in Arecibo

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**Release Date: November 17, 2020**

**ARECIBO, Puerto Rico** — Due to the recent disaster declaration regarding September 13 flooding in the municipality of Arecibo, a Disaster Recovery Center (DRC) will open on 8 a.m. tomorrow, Wednesday, Nov. 18, 2020. There, survivors can submit documents for their FEMA assistance applications. The DRC will be located at the Manuel G. “Petaca” Iguina Coliseum, in the Paseos Reales urbanization.

At the DRC, survivors will find representatives from FEMA’s Individuals and Households Program, along with U.S. Small Business Administration (SBA) specialists.

In order to follow social distancing recommendations due to the COVID-19 pandemic, the DRC will operate in a way that protects the safety of survivors and FEMA employees. Visitors will have the option of using the drive-thru service where they can remain inside their vehicles while they receive assistance.

Even when using the drive-thru, people must wear a mask or face covering and maintain social distancing protocols. Federal staff will also wear masks, face shields and gloves.

The hours of operation are 8 a.m. to 6 p.m. Monday through Saturday, except for November 19 when the DRC will be closed due to the local holiday. The center will resume operations on Friday, November 20. An appointment to visit the DRC can be made by calling the FEMA help line at 800-621-3362. The drive-thru is available during these hours of operation without an appointment.

Survivors can apply or update their application in the following ways:

- **Call the FEMA Helpline at 800-621-3362 (FEMA) or (TTY) 800-462-7585.** Press 2 for a Spanish-speaking operator. Lines are open from 7 a.m. to 11 p.m. daily.



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Page 1 of 2

- Visit [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov).
- Download FEMA's mobile app. Select **Disaster Resources** and click on **Apply for Assistance Online**. If you have an Apple device: Text **APPLE** to **43362** (4FEMA). For those with an Android device: Text **ANDROID** to **43362** (4FEMA). For more information go to: [www.fema.gov/mobile-app](http://www.fema.gov/mobile-app).

For more information on recovery from these floods, visit [fema.gov/disaster/4571](http://fema.gov/disaster/4571) and [recuperacion.pr](http://recuperacion.pr). Follow us on our social networks at [Facebook.com/FEMAPuertoRico](https://Facebook.com/FEMAPuertoRico), [Facebook.com/COR3pr](https://Facebook.com/COR3pr) and [Twitter @COR3pr](https://Twitter @COR3pr).



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