

Addressing Access and Functional Needs for Disaster Survivors

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FEMA assistance is equally available to all. Let FEMA know if you have an accessibility need.

During the application process, applicants for FEMA disaster assistance have equal access to FEMA programs and services. Applicants with disabilities who need accommodations should inform FEMA. Applicants can request accommodations when they call to register with FEMA. That number is **800-621-3362 (TTY 800-462-7585)**. [Multilingual operators are available. The toll-free numbers are open daily from 6 a.m. to midnight Central Time.](#)

Providing Your Phone Number

Part of the FEMA registration process includes providing a callback phone number for FEMA to contact you to set up a remote home inspection for damages caused by the disaster. 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 be able to contact you, and you should be aware that phone calls from FEMA may come from an unidentified number.

How to Let FEMA Know of Your Accessibility Needs

In the telephone registration process, please pay special attention to question No. 24 about people with disabilities and others with access and functional needs. Answer "yes" to this question if you have a disability, accessibility need or another health or medical condition.

This is the best way to note any additional disability-related losses or needs such as medical support assistance, durable medical equipment repairs, or replacement of assistive technology that was lost or damaged as a result of the disaster. (Examples include wheelchair, scooter, walker, CPAP machine, hearing aids, eyeglasses, screen reader).



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This question will also help applicants identify other services for which they may be eligible to receive reimbursement.

For an American Sign Language video on accessibility to FEMA Individual Assistance, go online to

<https://www.youtube.com/watch?app=desktop&v=JyqC7m8p29w&feature=youtu.be>



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