

Pennsylvania/FEMA Disaster Center Will Open in Chester County to Help Pennsylvanians

Release Date: September 20, 2021

PHILADELPHIA, PA - The Commonwealth of Pennsylvania / FEMA Disaster Recovery Center located at Ashbridge Square Shopping Center, 945 East Lancaster Avenue, Downingtown opened on Monday, September 20, 2021 at 1:00 p.m. to help those whose homes or personal property were affected by the remnants of Hurricane Ida between August 31 -September 5, 2021.

The Chester County DRC Location and Hours Are:

Ashbridge Square Shopping Center (next to Staples and Home Depot)

945 E Lancaster Ave

Downingtown, PA

Hours of Operation:

Monday - Friday: 10 a.m. - 7:00 p.m.

Saturday: 10:00 a.m. – 5:00 p.m.

The Chester County DRC will be closed on Sundays

Disaster Recovery Centers provide disaster survivors with information from Pennsylvania state agencies, FEMA and the U.S. Small Business Administration. Survivors can get help applying for federal assistance, learn about the types of assistance available, learn about the appeals process and get updates on applications.

Visiting a Disaster Recovery Center is not required to register with FEMA. To register:



- Call the FEMA Helpline at **800-621-3362**. Multilingual operators are available. Persons who are deaf, hard of hearing or have a speech disability and use a **TTY** may call **800-462-7585**. If you use **711** or VRS (Video Relay Service) or require accommodations while visiting a center, call **800-621-3362**. The toll-free numbers are open daily from **7 a.m. to 10 p.m.**
 - Help is available in most languages, and information on the registration process is available in ASL at [fema.gov/media-library/assets/videos/111546](https://www.fema.gov/media-library/assets/videos/111546).
- Go online to [DisasterAssistance.gov](https://www.DisasterAssistance.gov) (also in Spanish);
- Download the FEMA [mobile app](#) (also in Spanish), also available at Google Play or the Apple App Store.

Disaster Recovery Centers are accessible to people with disabilities. They have assistive technology equipment that allows disaster survivors to use amplified telephones, phones that display text, amplified listening devices for people with hearing loss, and magnifiers for people with vision loss. Video Remote Interpreting is available and in-person sign language is available by request. The centers also have accessible parking, ramps and restrooms.

FEMA's Individual Assistance program is designed to help survivors with immediate essential needs and to help displaced survivors find a safe, functional place to live temporarily until they can return home. Many survivors may have additional needs beyond what can be provided by FEMA. The agency works closely with state, federal, faith-based and voluntary agencies to help match survivors who have remaining needs with other sources of assistance.

For information about SBA's disaster assistance, call 1-**800-659-2955**, email disastercustomerservice@sba.gov, or visit SBA's website at [SBA.gov/disaster](https://www.SBA.gov/disaster). Deaf and hard of hearing individuals may call **800-877-8339**.

Additional agencies and services will be present once the DRCs reach full operational capability next week. All centers will follow COVID-19 precautions and masks will be required by both FEMA specialists and survivors.

For updates on the Pennsylvania response and recovery, follow the Pennsylvania Emergency Management Agency twitter.com/PEMAHQ on Twitter and Facebook <https://m.facebook.com/PEMAHQ/>.



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For more information on how to register, please visit: [How to Register with FEMA for Disaster Assistance in Pennsylvania | FEMA.gov](#)

For more information on what to expect after you register, please visit: [What to Expect After Registering for FEMA Disaster Assistance in PA | FEMA.gov](#)

For more information about Pennsylvania's recovery, visit [fema.gov/disaster/4816](#).

The registration deadline for FEMA Disaster Assistance in Pennsylvania is November 10, 2021.

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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, economic status. If you believe your civil rights are being violated, you can call the Civil Rights Resource line at 833-285-7448 or 800-462-7585 (TTY/TDD).

FEMA's mission is helping people before, during, and after disasters. FEMA Region 3's jurisdiction includes Delaware, the District of Columbia, Maryland, Pennsylvania, Virginia and West Virginia.

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