

Every Disaster Survivor Has Equal Access to FEMA Recovery Programs

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Clanton, AL – All disaster survivors have equal access to information on how to apply for disaster assistance.

All survivors with property damage or loss caused by the **March 25-26** Severe Storms and Tornadoes in the eight counties designated for Individual Assistance may apply for help with FEMA for home repairs or other disaster-related expenses.

Alabama Emergency Management and FEMA are committed to helping everyone in the communities affected by the storm. Assistance may be a grant that does not have to be repaid or it could be through connections of referrals with FEMA's state and local partners. Assistance is also available for people with disabilities and access and functional needs.

Be assured: all affected residents in **Bibb, Calhoun, Clay, Hale, Jefferson, Perry, Randolph, and Shelby** counties can get answers to their questions and help from FEMA with applications for disaster assistance.

If you need an accommodation or assistance due to a disability, ask FEMA at the time of registration or anytime throughout the assistance process. Here's how:

- Call the disaster assistance helpline at **800-621-3362** (voice, 711 or VRS) or **800-462- 7585** (TTY) anytime from 6 a.m. to 10 p.m. central time seven days a week until further notice. Multilingual operators are available.
- Those who use a relay service such as a videophone, InnoCaption or CapTel should update FEMA with their specific number assigned to that service. If you need accommodations for language or disability, let the **Helpline** specialists know.

FEMA can provide interpreters, real-time captioning, and information in alternate formats such as Braille, large- print, audio, and electronic versions. The agency



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also provides free services to help survivors communicate with its staff and understand FEMA programs. Among the aids are:

- Information available in accessible electronic formats on FEMA’s website and social media
- Qualified American Sign Language interpreters
- Qualified multilingual interpreters
- Information written in multiple languages

Newspapers, radio, television, social media, local officials, and private sector partners help to share important recovery information.

For referrals to Alabama’s health and human service agencies as well as community organizations, dial **211**, text **888-421-1266**, or chat with referral specialists via www.211connectsalabama.org.

For more information on Alabama’s disaster recovery, visit ema.alabama.gov, [AlabamaEMA Facebook page](#), www.fema.gov/disaster/4596 and www.facebook.com/fema.

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FEMA’s mission is helping people before, during, and after disasters.

