

# FEMA Speaks Your Language

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## Language Is Not a Barrier to FEMA Assistance

Interpreters for many languages are available to those who call the FEMA Helpline. Multilingual phone operators are available to help non-English speaking survivors register for disaster aid and answer questions. After dialing the FEMA Helpline, 800-621-3362, callers should choose Option 2 for Spanish and Option 3 for other languages.

The Disaster Recovery Centers (DRCs) have a sign with the phrase “I Speak” in over 40 languages, which staff members can use to connect you with an interpreter that speaks your language.

## FEMA Information Is Accessible for All

Survivors can visit any DRC to connect with American Sign Language interpreters using real time Video Relay Services or Video Remote Interpreters. Assistive listening devices, amplified phones and caption phones for survivors who are deaf or hard of hearing are also available at the DRCs.

Magnifying devices and printed information in Braille and large print are available for people who are blind or have low vision.

## Apply for FEMA Assistance ASAP

The deadline to apply for FEMA assistance is October 21. Survivors can also register in one of the following ways:

- Visit a Disaster Recovery Center. To find a center close to you, go online to: [DRC Locator](#), or text DRC along with your Zip Code to 43362 (Ex: DRC 40019).
- Online at [DisasterAssistance.gov](#). The FEMA website is accessible and includes language translation options.



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- By phone at **1-800-621-3362**. Press 1 for English, 2 for Spanish and 3 for all other languages. If you use video relay service (VRS), captioned telephone service or others, give FEMA your number for that service. Phone lines operate from **7 a.m. to 10 p.m.** seven days a week.
- Download [FEMA's Mobile App](#). Select Disaster Resources and click on Apply for Assistance Online.

For accessible information about how to register for FEMA disaster assistance, please check the [YouTube link](#).

## Eligibility Criteria for FEMA Assistance

When a survivor applies for assistance, FEMA will check to make sure they meet certain requirements and general conditions of eligibility such as citizenship status and identity verification. FEMA must ensure all applicants for FEMA assistance meet certain eligibility requirements prior to giving assistance. [Learn more about what](#) the law requires FEMA to do.

## FEMA's Office of Civil Rights

FEMA does not treat people differently because of race, color, national origin, sex, sexual orientation, religion, age, disability, English proficiency, or economic status.

If you need assistance to access a FEMA program or service or a program or service funded by FEMA, please contact FEMA at **(833) 285-7448**. Press 1 for English, 2 for Spanish and 3 for all other languages or email [FEMA-CivilRightsOffice@fema.dhs.gov](mailto:FEMA-CivilRightsOffice@fema.dhs.gov).

If you have a complaint, you must report it within **180 days** of the alleged discriminatory act. To report a concern or complaint of discrimination:

- Call FEMA External Civil Rights Division at **(833) 285-7448**. Press 1 for English, 2 for Spanish and 3 for all other languages.
- Send an email to [FEMA-CivilRightsOffice@fema.dhs.gov](mailto:FEMA-CivilRightsOffice@fema.dhs.gov).
- Send a letter explaining the issue to:



**FEMA**

FEMA OFFICE OF CIVIL RIGHTS  
External Civil Rights Division  
500 C Street, SW  
Room 4SW-0915  
Washington, DC 20472

## **FEMA's Website Accessibility**

All FEMA websites are accessible and have language translation options. FEMA also provides the option to download information as a PDF or Accessible TXT file.

To view information about how to apply for FEMA disaster assistance in American Sign Language with captioning and a voiceover, please check the [YouTube link](#).

