

Clackamas County: External Outreach Site to Open in Estacada to Help Wildfire Survivors

Release Date: October 20, 2020

SALEM, OR – A FEMA External Outreach Site opens Oct. 20, 2020 in Estacada to assist Oregon residents in Clackamas County affected by recent wildfires and straight-line winds.

The site offers in-person visits for residents to get information about their application, ask questions about letters they receive from FEMA, and have their documents scanned to be part of their application.

Representatives from FEMA's Individual Assistance program will be available at the site.

Hours for all FEMA External Outreach Sites are 8 a.m. to 6 p.m., Monday-Saturday. Outreach sites are also open in Medford, Eugene, Stayton and Lincoln City.

FEMA External Outreach Site

Estacada City Hall—Opens 8 a.m. Oct. 20
475 S.E. Main St.
Estacada, Oregon 97023

The following External Outreach Sites are also available to assist disaster survivors:

FEMA External Outreach Site

Central High School,
815 South Oakdale Ave.,
Medford, Oregon 97501



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FEMA External Outreach Site

Stayton Community Center,
400 W. Virginia St.,
Stayton, Oregon 97385

FEMA External Outreach Site

Lane Events Center,
796 W. 13th Ave.,
Eugene, Oregon 97402

FEMA External Outreach Site

Lincoln City Outlet Mall,
1500 S.E. East Devils Lake Rd. STE 200,
Lincoln City, Oregon 97367

At any time applicants with disabilities who may require a reasonable accommodation can ask FEMA staff directly or submit their accommodation request via email to FEMA's Office of Civil Rights at FEMA-CivilRightsOffice@fema.dhs.gov or by calling FEMA's Civil Rights Resource Line at 833-285-7448.

To reduce the risk of COVID-19 spread through person-to-person contact, wearing a mask or face covering is required to gain entry and visitors receive "no touch" temperature screenings. Hand sanitizer is available to survivors and staff.

Federal staff wear masks, face shields and gloves. Workstations are spaced six feet apart to provide an extra level of protection for survivors and staff.

FEMA ensures that common areas are cleaned regularly during the day and workstations are sanitized after each visitor.

Survivors can visit any of the External Outreach Sites for in-person help, however, they do not need to visit an External Outreach Site to apply or update their application. They can apply for assistance or update an application in the following ways:



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- Call FEMA toll-free at 800-621-3362 (TTY: 800-462-7585). The toll-free telephone lines operate from 7 a.m. to 10 p.m. PDT, seven days a week.
- Visit DisasterAssistance.gov.
- Check FEMA's mobile app.
- Those who use a Relay service such as a videophone, InnoCaption or CapTel should update FEMA with their assigned number for that service. They should be aware phone calls from FEMA may come from an unidentified number. Multilingual operators are available. (Press 2 for Spanish).

All Oregonians – including those affected by the recent wildfires and straight-line winds – who have questions about repairing or rebuilding disaster damaged homes or want to learn more about building stronger and safer, to include creating defensive fire spaces, can contact FEMA Mitigation Specialists via email at FEMA-R10-MIT@FEMA.DHS.GOV. This is a free service.

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Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency or economic status. If you or someone you know has been discriminated against, call FEMA toll-free at 800-621-3362 (TTY 800-462-7585). Those who use a Relay service such as a videophone, InnoCaption or CapTel should update FEMA with their assigned number for that service. They should be aware phone calls from FEMA may come from an unidentified number. Multilingual operators are available. (Press 2 for Spanish).

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



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