

FEMA Advisors Available for Oklahomans Requiring Specialized Assistance

Release Date: March 15, 2021

OKLAHOMA CITY, Oklahoma — FEMA is committed to helping all Oklahoma residents who were affected by the winter storms, including anyone requiring specialized assistance. FEMA's guidance is intended to ensure that individuals who have access and functional needs receive lawful and equal assistance before, during and after a disaster.

Survivors in 16 Oklahoma counties are eligible for federal assistance. The counties are Canadian, Carter, Cherokee, Comanche, Cotton, Hughes, Jefferson, Le Flore, McIntosh, Oklahoma, Okmulgee, Osage, Pittsburg, Stephens, Tulsa and Wagoner.

When applying for federal assistance, pay special attention to question number 24 about people with disabilities and others with access and functional needs. Answer "yes" to this question if you have a disability, special needs, or another health or medical condition.

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

Answering "yes" to this question will also help to identify other services for which applicants may be eligible to receive reimbursement. This video will assist you with question 24: [Answering Yes to the Disability Question When Registering for Assistance](#).

If you need a reasonable accommodation or assistance filling out your FEMA application, please call **800-621-3362** or **TTY 800-462-7585**. Those who use a



relay service such as a videophone, InnoCaption or CapTel should alert FEMA as to the specific number assigned to that service.

To assure fair treatment to all Oklahomans, FEMA deployed its External Civil Rights advisors to assist after the February winter storms. They are available to ensure survivors receive help and assistance without discrimination based on race, color, religion, national origin, sex, age, disability, English proficiency and economic status.

As a part of FEMA's commitment to the protection of civil rights, the Civil Rights Resource Line was launched to assure that Oklahomans can easily access Civil Rights Advisors to address any civil rights questions, to file or check on the status of a civil rights complaint or to process requests for reasonable accommodations when receiving FEMA services. The number to the resource line is **833-285-7448**.

For more information about FEMA's External Civil Rights advisors, visit <https://www.fema.gov/about/offices/equal-rights/civil-rights>.

For concerns and allegations of discrimination, please contact the Civil Rights Resource Line at **833-285-7448** or **FEMA TTY: 800-462-7595** or FEMACivilRightsOffice@fema.dhs.gov

To register for federal assistance, visit <http://www.disasterassistance.gov>.

If it is not possible to register online, call 800-621-3362 (TTY: 800-462-7585). The toll-free telephone lines operate from 6 a.m. to 10 p.m. CDT, seven days a week. Those who use a relay service such as a videophone, Innocaption or CapTel should update FEMA with their specific number assigned to that service.

