

FEMA Disaster Recovery Center in Juneau Updates Hours of Operation

Release Date: ??? 8, 2024

ANCHORAGE, Alaska. – The FEMA Disaster Recovery Center located in Juneau, Alaska, will be adjusting its hours on November 9 and 10, and close on November 11 to observe Veterans Day. It will reopen on November 12 with a new schedule to continue providing one-on-one assistance for people affected by the August 5-6 Juneau Mendenhall Glacier flooding.

Disaster Recovery Center Updated Hours of Operation and Location:

Mendenhall Valley Public Library
3025 Dimond Park Loop
Juneau, AK 99801

Updated Hours of Operation:

- November 9 and 10: 10:00 a.m.-5:00 p.m.
- November 11: Closed for Veteran’s Day
- Starting November 12:
 - Tuesday-Friday: 10:00 a.m.-6:00 p.m.
 - Saturday: 10:00 a.m.-5:00 p.m.
 - Sunday and Monday: Closed

Recovery specialists from FEMA and the U.S. Small Business Administration will provide information on available services, explain disaster assistance programs, help people complete or check the status of applications for federal assistance, and get information on additional resources offered by the State of Alaska and other organizations.

As of November 8, 2024, 127 people have visited the recovery center. FEMA has approved nearly \$1.7 million, for 100 households affected by the Mendenhall Glacier Flooding disaster. Alaska’s Division of Homeland Security and Emergency Management has already paid more than \$1 million to applicants affected by the



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flood.

How to Apply for Disaster Assistance

Residents can apply for disaster assistance at a Disaster Recovery Center, or in the following ways:

- Go online to [DisasterAssistance.gov](https://www.disasterassistance.gov) for English, or [DisasterAssistance.gov/es](https://www.disasterassistance.gov/es) for Spanish.
- Use the [FEMA mobile app](#) in English or Spanish.
- Call the Alaska Call Center at **866-342-1699** between 10 a.m.-6 p.m. AKT, Monday through Friday and 10 a.m.-5 p.m. AKT, Saturday. Multilingual operators are available. Anyone using a relay service, such as video relay service (VRS), captioned telephone service or others, can give FEMA the number for that service.

For an accessible video on three ways to apply for FEMA assistance, visit: <https://www.youtube.com/watch?v=LU7wzRjByhI>

Disaster Recovery Centers are physically accessible to people with disabilities and others with access and functional needs. They are equipped with assistive and adaptive technology such as assistive listening devices, resources for low vision, and other resources to help ensure all applicants can access resources.

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 833-285-7448.

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

