



FEMA

Oct. 16, 2020

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News Release

FEMA External Outreach Sites Closed Sundays

SALEM, OR – FEMA External Outreach Sites operating in Lincoln, Jackson, Lane and Marion counties will be closed on Sundays beginning Oct. 18, 2020. These sites assist survivors of the Oregon wildfires and straight-line winds that began Sept. 7 in applying for federal and state disaster assistance.

Help is still available. Outreach sites remain open Monday through Saturday, 8 a.m. to 6 p.m., for in-person visits. Residents can get information about their application, ask questions about letters they receive from FEMA, and have their documents scanned to be part of their application packet.

There are several ways to contact FEMA to apply for help, update applications or ask questions:

- **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](https://www.fema.gov/disaster-assistance).**
- **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.

Outreach sites are at the following locations:

FEMA External Outreach Site #1

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

FEMA External Outreach Site #2

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

FEMA External Outreach Site #3

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

FEMA External Outreach Site #4

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

Representatives from FEMA's Individual Assistance program will be available at all sites.

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 any time at FEMACivilRightsOffice@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, visitors are required to wear a mask or face covering to gain entry and will receive "no touch" temperature screenings. Hand sanitizer will be available to survivors and staff.

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

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

Disaster survivors affected by the Oregon wildfires and straight-line winds can also get personalized advice to repair and rebuild safer and stronger from a FEMA Mitigation Specialist. For information on how to rebuild safer and stronger, or to inquire as to your new flood risk following a fire near you, email: FEMA-R10-MIT@fema.dhs.gov, a FEMA Hazard Mitigation specialist will respond to survivor inquiries.

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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).

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 FEMACivilRightsOffice@fema.dhs.gov or by calling FEMA's Civil Rights Resource line at 833-285-7448.

Follow FEMA Region 10 on [Twitter](#) and [LinkedIn](#) for the latest updates and visit [FEMA.gov](https://www.fema.gov) for more information.

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