



**FEMA**

*Austin Joint Field Office*

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HURRICANE HARVEY

# Fact Sheet

## **Hurricane Harvey Survivors: We Speak Your Language**

Translators for most languages spoken by those who want to apply for federal disaster assistance are available at State/FEMA Disaster Recovery Centers, with FEMA's Disaster Survivor Assistance Teams and by calling the FEMA registration line.

These languages include Arabic, Burmese, Cambodian, Chinese, Hindi, Korean, Spanish, Tagalog, Thai, Urdu and Vietnamese.

When you call the FEMA toll-free number, 800-621-3362, you will be asked in English to press 1 for English, 2 for Spanish and 3 for other languages. If you do not press 1, 2 or 3, and do not hang up, an English-speaking operator will answer and a language translator will be brought on line to assist the caller in registering for FEMA assistance.

The phone lines are open 6 a.m. to 10 p.m. seven days a week until further notice.

Disaster survivors who are deaf, hard-of-hearing or have a speech disability and use a TTY may call 800-462-7585 to register. If you use 711 or Video Relay Service, call 800-621-3362.

Disaster Recovery Centers are staffed with specialists from the Texas Division of Emergency Management, FEMA and the U.S. Small Business Administration. These representatives offer face-to-face advice and guidance on the assistance process.

Call the FEMA Helpline to arrange for an American Sign Language interpreter for visits to a Disaster Recovery Center, for housing inspections, and other in-person interactions.

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