



# FEMA

November 19, 2020  
DR-4562-OR NR 24  
State News Desk: (503) 373-7872  
FEMA News Desk: (850) 914-7919

## News Release

### External Outreach Site in Jackson County to Close, Help Still Available

**SALEM, Ore.** – The FEMA External Outreach Site in Medford will close Nov. 21. However, help is still available online, through the FEMA mobile app and by phone.

The External Outreach Site located at Central High School, 815 South Oakdale Ave., Medford, OR 97501, will remain open 8 a.m. to 6 p.m. through Saturday, Nov. 21.

The site, which opened Oct. 1, offers Oregon residents affected by the recent wildfires and straight-line winds in-person visits to get information about their FEMA 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 and Hazard Mitigation programs are available at the site.

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.

#### **Help is Still Available!**

Survivors can still visit the Medford External Outreach Site. However, it's not necessary to visit to apply or update applications, which can be done in one of three ways:

- Visit [DisasterAssistance.gov](#),
- Check the [FEMA mobile app](#), or
- Call FEMA toll-free at **800-621-3362** (TTY: 800-462-7585). The toll-free telephone lines operate 7 a.m. to 10 p.m. PST, seven days a week. For survivors who have limited English proficiency, multilingual operators are available (press 2 for Spanish).

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.

For those survivors who rely on American Sign Language (ASL) or Real-time captioning (CART) to communicate, call **425-487-2143** or email requests to: [DR-4562-OR-ASL-CART-REQUESTS@fema.dhs.gov](mailto:DR-4562-OR-ASL-CART-REQUESTS@fema.dhs.gov).

If you were affected by the recent wildfires and straight-line winds in Clackamas, Douglas, Jackson, Klamath, Lane, Lincoln, Linn or Marion counties, there's still time to apply with FEMA for disaster assistance. The deadline to apply was extended to Monday, Nov. 30.

FEMA External Outreach Sites recently closed in Estacada, Eugene, Glide, Lincoln City and Stayton.

###

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 [FEMA-CivilRightsOffice@fema.dhs.gov](mailto:FEMA-CivilRightsOffice@fema.dhs.gov) or by calling FEMA's Civil Rights Resource line at 833-285-7448.

All Oregon residents – including disaster survivors affected by the Oregon wildfires and straight-line winds – can also get personalized mitigation advice from a FEMA Hazard Mitigation Specialist. For information on how to build safer and stronger or to inquire as to your flood risk following a fire, email [FEMA-R10-MIT@fema.dhs.gov](mailto:FEMA-R10-MIT@fema.dhs.gov) and a FEMA Hazard Mitigation Specialist will respond.

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

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