



FEMA

October 29, 2020

DR-4562-OR NR 18

State News Desk: (503) 373-7872

FEMA News Desk: (850) 914-7919

## News Release

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

**SALEM, Ore.** – The FEMA External Outreach Site in Eugene will cease operations at 6 p.m. Saturday, Oct. 31, but help is still available.

The site, located at Lane Events Center, 796 W. 13th Ave., Eugene, Oregon 97402, is open from 8 a.m. to 6 p.m. through Saturday, Oct. 31.

External Outreach Sites offer Oregon residents affected by 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.

#### Help is Still Available

FEMA External Outreach Sites remain open in Estacada, Glide, Lincoln, Medford and Stayton. Hours for all sites are 8 a.m. to 6 p.m., Monday-Saturday.

Survivors can visit any site. However, it's not necessary to visit to apply or update applications, which can be done in the following ways:

- 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. PDT/PST, seven days a week;
- Visit [DisasterAssistance.gov](https://DisasterAssistance.gov); or
- 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.

The following External Outreach Sites are still available to assist disaster survivors:

**FEMA External Outreach Site #1:** Central High School, 815 South Oakdale Ave.  
Medford, Oregon 97501

**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. STE 200,  
Lincoln City, Oregon 97367

**FEMA External Outreach Site #5:** Estacada City Hall, 475 S.E. Main St. Estacada, Oregon 97023

**FEMA External Outreach Site #6:** Old Middle School Gym, 301 Glide Loop Rd. Glide, Oregon 97443

If you need ASL or CART for assistance or FEMA event, please contact 425-487-2143 or [DR-4562-OR-ASL-CART-Requests@fema.dhs.gov](mailto:DR-4562-OR-ASL-CART-Requests@fema.dhs.gov).

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.

All Oregonians – including those affected by the recent wildfires and straight-line winds – who have questions about repairing or rebuilding disaster damaged homes or want to learn more about building stronger and safer, to include creating defensive fire spaces, can contact FEMA Mitigation Specialists via email at [FEMA-R10-MIT@fema.dhs.gov](mailto:FEMA-R10-MIT@fema.dhs.gov). This is a free service.

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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 [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 Oregonians – including those affected by the recent wildfires and straight-line winds – who have questions about repairing disaster damaged homes, building stronger and safer, or want to learn more about creating defensive fire spaces can contact FEMA Mitigation Specialists via email at [FEMA-R10-MIT@fema.dhs.gov](mailto:FEMA-R10-MIT@fema.dhs.gov). This is a free service.

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