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FEMA

News Release

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OEM News Desk: 503-373-7872
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External Outreach Center Now Open in Stayton to Help Wildfire Survivors

SALEM, Ore.— A FEMA External Outreach Center opened today, Oct. 9, in Stayton to assist Oregon residents in Marion and Linn counties affected by recent wildfires and straight-line winds. There are also External Outreach Centers in Medford and Eugene.

The center offers in-person visits, for residents to get information about their 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 program will be available at the center.

Hours for all FEMA External Outreach Centers are **8 a.m. to 6 p.m. daily.**

Open Today - Oct. 9:

FEMA External Outreach Center #3

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

Also Open:

FEMA External Outreach Center #1

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

FEMA External Outreach Center #2

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

Bilingual representatives from FEMA's Hazard Mitigation program will be available at the External Outreach Center in Medford to provide rebuilding tips, answer questions about home repair, and how to process flood insurance claims. If you cannot visit the center, you can email your questions to FEMA-R10-MIT@FEMA.DHS.GOV and a FEMA Hazard Mitigation specialist will respond to your inquiry.

To reduce the risk of COVID-19 spread through person-to-person contact, wearing a mask or face covering will be required to gain entry and visitors 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.

Survivors can visit any of the External Outreach Centers for in-person help, however, they do not need to visit an External Outreach Center to apply or update their application. They can apply for assistance or update an application in the following ways:

- Call FEMA toll-free at **1-800-621-FEMA (1-800-621-3362)** or (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.disasterassistance.gov).
- 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.

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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) 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 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.