

FEMA Civil Rights Notice for the Public

FEMA programs and services support the public before, during, and after disasters. These programs and services must comply with federal civil rights laws and the nondiscrimination provisions of the Stafford Act.

Your Civil Rights

FEMA treats all people equally regardless of an individual's race, color, religion, nationality, national origin, sex, age, disability, English proficiency, or economic status.

When necessary, FEMA provides free services so that individuals can better understand and access FEMA programs, including:

- Information in alternative formats such as large print, audio, or electronic formats usable with screen readers.
- Sign Language Interpreters.
- Communication access real-time translation (CART).
- Written information translated into languages other than English.
- Spoken Language Interpreters for languages other than English.

Contact the FEMA Office of Civil Rights

If you need assistance to access a FEMA program or service, or a FEMA-funded program or service, or to file a discrimination complaint, please contact us:

- **Call:** FEMA Office of Civil Rights at 1-833-285-7448; Press 1 for English, or 2 for Spanish
- **Email:** FEMA-OCR-ECRD@fema.dhs.gov
- **Mail:** FEMA Office of Civil Rights, External Civil Rights Division
500 C Street, SW, 4th Floor - 4SW-0915, Washington, D.C. 20472-3535

Any member of the public may contact FEMA if they feel they are the victim of discrimination in connection with FEMA employees, programs or activities, or those programs or activities provided by recipients of FEMA assistance (e.g., grants). If you have a complaint, you must report it within 180 days of the alleged discriminatory act.

Disaster Assistance

For general questions about disaster assistance, please call the **FEMA Helpline at 1-800-621-3362**.

- Press 1 for English, 2 for Spanish, or 3 for other languages
- If you use a video relay service, captioned telephone service, or other communication services, please provide FEMA the specific number assigned for that service.



FEMA